

Self Employed Self Employed Self Employed - Self Employed Olympia Fields, IL Work Experience

Self Employed Self Employed 2017 to Present Represented various Vendors through Onforce IT database Provide installation and configuration of Server/ Network equipment for various franchise rollouts. Deployment of Windows 7 and Windows 10 desktop and laptops Hands-On Support for major network cutovers. Decommissioning of Servers and Network equipment. Access Point installations and testing in various customer sites. Collaborate and train upper management and end users on new hardware and software implementations. Local travel to various clients to address Network and Server issues. IBM, Oakbrook, IL 2014 to 2017 Service Support Services Provide Desktop and LAN support for IBM clients in Microsoft-based environment Preparing disk imaging and ghosting for new and existing multi-vendor laptops and desktops Installation and configuration of Cisco routers and switches Provide microsoft operating system and application support for 500+ local and remote users. Fulfilling IMACs within service level agreement objectives and deadlines. Tracking and updating helpdesk tickets through ManageNow , Remedy, and Maximo, ServiceNow. Provided onsite user and network support for short-term and long-term assignments Assisting customers with internet/intranet-related issues. Server commissioning and decommissioning for various IBM clients. Served as Level 3 Desk-side and Network support for major insurance company client. Installation of switches, routers and access points. Deployment of new desktop hardware and software. Creation and management of Active Directory user accounts. Provided Remote Support to Ace Insurance Salesforce and End Users locally and internationally via phone and Remote Support tools. Senior Network Administrator Loretto Hospital - Chicago, IL 2011 to December 2013 Oversee Network and Desk-side support tickets and projects to ensure that they meet SLA deadlines. Coordinate and Implement the LAN/WAN infrastructure to meet hospital long-term and short-term objectives. Collaborate with Departmental authorities to address IT requirements for in implementing HIE. Responsible for interviewing and selection of new IT hires. Installing of Application Servers using Windows Server 2008. Setup Domain Controllers and Stand-alone servers for Active Directory. Responsible for scheduling of staff work hours and vacation request. Facilitate and schedule IT staff meetings to discuss present and

future projects. Serve on Strategic Planning committee to define and set IT policy and procedures for equipment usage. Assist in planning the migration of Active Directory and Microsoft Exchange 2010. Responsible for the purchasing and installation of new computer equipment to replace end of life computer equipment. Responsible for providing standardization of PC builds throughout the hospital. Perform hardware and software evaluations of prospective vendors equipment. Setting thresholds for Network and Hardware monitoring through Solarwinds Network tools Setup alerts for network and server outages through Solarwinds for IT support engagement. Generating reports for Capacity planning and Performance planning from Solarwinds. Monitor Network Security via Top Layer Security Coordinate with AT&T to turn up new routers. Monitoring Server Backup using Symantec BackupExec. Keeping track of Hardware and Software Contracts and Licenses scheduled for renewals. Installation, Configuration, and maintenance of Cisco, Netgear, 3Com, HP 3500 network switches and routers Implementation and support of Cisco 1142 LAP and 1142 AP wireless Access Points for public and private connectivity throughout hospital. Coordinate project activities related to infrastructure implementations to meet clinical and non-clinical departmental objectives. Remotely monitor and correct Server and Network related issues via VPN, Citrix Remote Tools, TeamViewer, and Microsoft RDP utilities. Oversee the distribution and configuration of APPLE IPADS and other mobile devices to increase mobility for the medical staff.

Network Administrator Loretto Hospital - Chicago, IL 2009 to 2011 Responsible for installing Cisco 1130AG access points for private mobile hospital equipment and laptops. Install and support wireless access points throughout hospital for public internet access. Responsible for installation and support of Netgear and 3com switches Manage and support of Cisco router 1800, 2800, 3550, 3560g, 3750, and 3825. Responsible for Meditech server data migration to HP DL380 servers. Responsible for purchase and inventory of new equipment and RMA equipment. Monitor and support Tripp-lite and HP UPS units to protect hardware. Research and evaluation of new network hardware and software equipment. Provide and distribute IP addresses for new hires and network equipment Day to day monitoring of security and network connectivity using Top Layer security IPS 5500 equipment. Network configuration and support of multi-vendor printer and

PC equipment. Responsible for installing and configuring Windows Server 2008 to allow users to create and manage shared folders. Responsible for the implementation of Windows 2008 Servers to function as an Active Directory to enhance data security access. Installation and configuration of IIS server to equip hospital with Intranet connectivity to minimize unauthorized internet access. Provide administrative support for Meditech application support. Level 3 support of XP and Windows 7 desktop and laptop issues using local and remote access. Installation of Omnicell server and support for Omnicell drawer system software for mobile distribution of medication.

Network Administrator International Code Council - Country Club Hills, IL 2008 to 2009

Responsible for monitoring, maintaining Windows 2003 Server farm. Monitoring over 20 local Cisco switches and routers. Using Symantec Backup Exec to perform daily and weekly backups on multiple servers. Provide Deskside and Remote support for software and hardware related request. Responsible for creating and maintenance of Active Directory user and group accounts. Responsible for creating and supporting MAS200/SQL user accounts and troubleshooting record locks. Setting up computer equipment for scheduled Office 2007 and Adobe CS4 training sessions. Installation and configuration of Cisco VPN access for local and remote offices.

Responsible for ordering and inventorying of computer equipment and parts. Configuration and activation of Blackberry phones through Sprint. Provide weekly status report to manager and network team.

Service Support Representative IBM, Oakbrook, IL 2006 to 2008. Provide Desktop and LAN support for IBM clients in Microsoft-based environment. Preparing disk imaging and ghosting for new and existing multi-vendor laptops and desktops. Installation and configuration of Cisco routers and switches to convert from satellite to digital transmission for auto dealerships. Provide microsoft operating system and application support for 500+ local and remote users. Fulfilling IMACs within service level agreement objectives and deadlines. Provide company-wide upgrades and configurations of AS400 to e-series 520 servers for Walgreens POS retail system. Set up local and global accounts for new users and adding them to the domain in Active Directory. Tracking and updating helpdesk tickets through ManageNow and Remedy.

Security Specialist Administrator Artech Information Systems LLC - Chicago, IL 2006 to 2007. Setting up and enforce

group policy Responsible for deleting, disabling, and resetting users accounts for local and remote users through active directory Provide daily reports for access verification. Tracking and updating user request via Peregrine helpdesk software. Coordinating and preparing request for shipment of key FOBS to designated users via DHL website Responsible for the issuance of SecurId tokens. RSA/SECURID activations and deactivations. Responsible for enabling VPN customers for dial-up authentication through Sprints I-pass customer administration tool Service Support Representative IBM, Oakbrook, IL 2002 to 2006 Performed e-mail conversion of Microsoft Outlook to Lotus Notes for insurance agency Performed company-wide data migrations and restores for various customer accounts Provided onsite user and network support for short-term and long-term assignments Assisting customers with internet-related issues Provide installation and support for Blackberry request and issues. Installation and certification of Microsoft server 2003 for Backoffice and retail banking operations Installation, configuration, and support of LAN/WAN for major banking, entertainment and car leasing accounts Support and update trouble-tickets and user request for 500+ users on day-to-day basis in central region Installed Cisco routers and configured for Washington Mutual, Enterprise Car Rental, and Lenovo computer, Ford Motor Company as part of new store rollouts or conversions Installed Cisco switches and patch cables for network and user connectivity for ABN AMRO bank Configure and support users with wireless connectivity issues. Installation, configuration, and support of local and networked HP and Lexmark printers Creating and maintaining email accounts using Microsoft Exchange. Served as Team Lead in major desktop and server roll-outs for 150 new banking branch operations Create, maintenance, and deny/grant access to user and group accounts and setting up GPO's through Active Directory Provide LAN access and password administration for Novell users through NWADMIN IT Specialist IBM, Oakbrook, IL 1994 to 2001 Performed site survey and installation for WAN conversions from Hughes Systems to Cisco equipment Re-image of desktops and laptops using Ghost and Powerquest tools. Responsible for monitoring and applying latest service packs and anti-virus updates on Microsoft and Novell servers for enterprise distribution Assisted in deployment of Windows 98, NT, Windows 2000 roll-outs. Installation and

configuration of Novell servers in various client-based accounts    Desktop and Network support of Microsoft Office and TCP/IP related issues    Provided day-to-day software and hardware support for major telephone company sales department Education Bachelors of Theology in Theology Trinity Theological Seminary School - Newburgh, IN Business Administration Roosevelt University - Chicago, IL Diploma Computer Learning Center - Chicago, IL Skills Active directory, Cisco, Dns, Exchange, Solarwinds, Tcp/ip, Citrix, Dhcp, Orion, Tcp, Vpn, Deployment, Database administration, Database, Sql, Orion web, Meditech, Raid, Lan, Microsoft office

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