

Network & Systems Administrator Network & Systems Administrator Network & Systems Administrator - Industrial Electronics Services, Inc Hampton, TN ? Ability to define problems, collect data, generate alternatives, evaluate alternatives, draw valid conclusions, and defend conclusions. ? Ability to speak effectively before groups of customers or employees of organization. ? Ability to write reports, business correspondence, and procedure manuals. ? Effectively present information and respond to questions from groups of managers, clients, customers, and vendors. ? Cisco ASA 5505 Firewall, Cisco 1800/2851 Series Routers, Cisco Catalyst 3560G-48PS switch. ? Office 365 support ? Cisco commands via command line & routing processes, TFTP, Router Security, Redirect Router Traffic, etc. ? Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes. ? Develop sustained relationships with internal management, employees, external vendors & clients based on honesty & trust. ? Extensive Networking, CISCO & Microsoft experience including Managed and Unmanaged Cisco Switches. ? Extensive computer software & hardware restoration installs & rebuilds. ? In depth knowledge of SQL, MS Access, Cisco IOS, Active Directory, Exchange, DNS, IIS, Group Policy, Windows clustering, TCP/IP and more. ? In Depth Knowledge of IPv4, IPv6, Classful & Classless networks, IP addressing, SubNet Masking, VLAN, WAN, LAN, NAT, DNS, DHCP ? Using logic and analysis to identify the strengths and weaknesses of different approaches. Work Experience Network & Systems Administrator Industrial Electronics Services, Inc - Gray, TN 2019 to Present Maintained VMWare vSphere Environment. Responsible for Companies NIST SP 800-171 Compliance (DoD CDI, CUI) Cyber Security Setup New Servers, Configure Servers, Update/Upgrade Servers Maintain Computers in a Production Environment. Maintain Dell Compellent SAN, ESXi, iSCSI, VMWare, vSphere Customer/Client interaction in a technical support role. Remote Support VPN Desktop Support Internal & External Customers Network Support, managed switches, unmanaged switches, firewalls, routers, cabling, software, hardware Computer Technician Computer Pros - Elizabethton, TN 2018 to 2019 Retail Environment. Sales, Repair, Upgrade, System Builds Both in store and external via service calls - Residential and Business PC, MAC, Laptop repairs, diagnosis issues, upgrades and new builds. PC

Refresh/Reset Windows 10/7 mainly. Break/Fix systems via clients premises includes Server Blades, Memory, Hot Swap Drives etc Customer/Client interaction in a sales, support role Remote Support Network Support, managed switches, unmanaged switches, firewalls, routers, cabling, software, hardware Consulting work IT Technician III Dish - Bluefield, WV 2017 to 2018 Monitor VRU's and IVR's on an hourly basis Update remote users with corporate antivirus software and any other software updates when applicable Create, troubleshoot and resolve work orders Troubleshoot user issues Monitor Track IT ticketing system Answer Help Desk line Follow up on work orders with requestors Follow up with IT staff on work orders that are overdue or close to being overdue to ensure prompt resolution Check resolutions on closed work orders daily Produce weekly reports as needed Update critical documentation in a timely manner Administer VPN 2 Factor authentication tool Perform tasks within SLAs Load dialers Run, verify and log information Process scripts in ABAT, Linux and Oracle PL/SQL Work closely with operations to ensure data is available Office 365 Support OneDrive File Hosting system Complete backend processing tasks necessary to maintain information systems Tier II Tech Support AT&T - Erlanger, KY 2015 to 2017 Advanced Technical Support for AT&T Business Customers (Tier II being the highest level of Tech Support). Setup Static IP's and programmed Residential Gateways remotely. Setup Port Forwarding, IP Passthrough, DMZ Plus Mode. Troubleshot technical Issues of a complex nature. IT Coordinator Bluefield Daily Telegraph - Bluefield, WV 2011 to 2015 Setup Load Balancer for Network. Setup IP Cameras/Recording for security in Mailroom, Outside & Car Park. Installed & configured 2x Cisco ASA 5505 Firewalls for VPN/Point to Point for Bluefield & Princeton Office. Setup iQue Database Servers, Primary & Backup for redundancy. Implemented various security protocols. Maintained a MAC/Windows Network and End User Environment. Network Administrator E.T.Boggess Architects - Princeton, WV 2007 to 2011 Setup automated tasks via VB scripting. Helpdesk support for both clients & staff. Maintained company Website & FTP Server. Upgraded & repaired computers as needed. Implemented firewall solution, VPN SSL for remote access. Setup wireless access points using WPA. Designed & implemented disaster recovery procedure (mirrored & redundant servers). Network Administrator

Draper Aden Associates - Blacksburg, VA 2000 to 2006 Migration of Lotus Notes to MS Exchange including numerous large Database conversions using MS SQL, MS Access & Visual Studio. Installed SonicWall firewall using Debian Server. Installation & configuration of Riverbed for company WAN (WAN Acceleration). Created company IntraNET using Share Portal Server 2003, ASP.NET, PHP. Setup & maintained SonicWall firewall in a DC network environment (Debian O/S). Setup RSA Key Fob Authentication for outside staff access to internal server. Setup computers for new staff & do orientation training. Network Troubleshooting, Cabling. Phone Administration. Maintained Exchange 2003 Server & eMail accounts Installed and maintained various servers, network switches, cabling and DSL router. Worked with Cisco Routers, .NET framework, Active Directory, Share Point Portal, TCP/IP, Exchange 2000/2003, DNS, IIS, Group Policy, MS System Management Server 2003 and Windows clustering. Education Bachelor of Science in Computer Science Monash University - Charleston, WV Associate Diploma in Computer Dandenong T.A.F.E. Advanced Certificate in Information Technology Dandenong T.A.F.E. Skills Cisco, Lan manager, Tcp, Tcp/ip, Vm, Vpn, Cisco asa, Cisco asa firewalls, Hipaa, Iso, Pki, Snort, Tripwire, Firewalls, Networking, Sms, Sna, Sql, Firewall, Ghost Additional Information Technical Proficiencies Platforms: UNIX (Solaris, HP-UX), Windows Server, Linux (Red Hat, Yellow Dog, Debian), Mac OS, VM/370, OS2 Warp Networking: iSCSI, TCP/IP, Novell, DECnet, Banuan, ISO/OSI, IPX/SPX, SNA, SMS/SQL, Ethernet Token Ring, FDDI, VPN, SSH, Secure ID, PGP, PKI, HIPAA, CFR-11, Cisco ASA Firewalls and Routers, Managed and Unmanaged switches Languages: Unix Shell Scripting, C, HTML, Java, JavaScript, PHP, Python, Linux Tools: LAN Manager, ISS RealSecure, Sonicwall Firewall, Checkpoint Firewall, Norton Firewall and Ghost, Microsoft Office Suite, Tripwire, Snort, Lotus Notes, Office 365

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