

Sub-Contractor/ Systems Administrator at N3B Los Alamo, NM Sub-Contractor/Systems Administrator at N3B Los Alamo, NM Systems Administrator Velarde, NM Seasoned professional with 26 years of experience in the Banking, Telecommunications and Health Care sectors of Information Technology. Expert and highly familiar with a wide variety of computing and peripheral hardware along with desktop & server operating systems, application software, networking and data security. Authorized to work in the US for any employer Work Experience Sub-Contractor/ Systems Administrator at N3B Los Alamo, NM Robert Half Technology - Los Alamos, NM February 2019 to Present Systems administration of VMware vSphere 6.7/Horizon 7, Microsoft Active Directory/DNS/DHCP/Group Policy, Jira Software & NUTANIX hyper-converged environment for 640 users and 1,000-plus network nodes - virtual machines, Desktops/Servers, laptops, physical servers and printers Implement and adhere to Department of Energy (DOE) guidelines for IT Systems Operations including compliance with Security Technical Implementation Guides (STIGs) Consolidated three Help Desk platforms into one highly agile Jira Software platform Resolve Tier 2/3 Systems Operations tickets as well as work closely with the Networking and Cyber Security groups Systems Administrator Southwest CARE Center - Santa Fe, NM October 2017 to December 2018 Configured, installed and maintained all devices in the organization Created system images for rapid deployment into production Network and systems administration in a federated Office365 Active Directory and Microsoft Azure environment for 180 users and 350 network devices Created and maintained the organization's Disaster Recovery / Incident Response Plans Developed, documented and maintained operational processes and tasks Provided Tier 2/3 support to all end-users for all systems including the eClinicalWorks EMR system Tested and performed systems back-up & restore capabilities Recommended, scheduled and performed system and hardware upgrades, patches, re-configurations and device replacements Followed change control, incident response, and testing processes for modifications to devices and software. Data Security Administrator Taos Health Systems - Taos, NM April 2009 to July 2017 Data Security Administrator -- 7/2015 to 7/2017 Served on a three-member Network Infrastructure team in a datacenter environment, ensuring maximum uptime for company services Assured the security and integrity

of all data within the organization Ensured that all security systems were current with any software or hardware patches Developed security measures for the organization and determine how effective they are and recommended changes that improved every aspect of company data security

Managed and implemented any training required including instructing staff on proper security measures both in the office and remotely Worked closely with business stakeholders as well as IT professionals in communicating flaws in security systems and how those issues would be remediated Created, refined and improved documentation to help the organization to avoid data breaches

Created and constantly refined the organization's Disaster Recovery and Business Continuity Plan Performed in-depth forensics on workstation hard drives when required Provided

Tier 2 & 3 technical support for all software and hardware Ancillary Systems Administrator/PACS Administrator Taos Health Systems - Taos, NM October 2012 to July 2015 * Served as the

hospital's Picture Archiving and Communications System (PACS) Administrator for the organization's Diagnostic Imaging Department -Occupied the role of liaison between the Diagnostic Imaging Department, ordering physicians and support staff to ensure the PACS system ran smoothly * Created, deployed & maintained virtual machines using VMWare VSphere 5.5 and VMWare View

* Served on a three-member Network Infrastructure team performing network administration for a Windows Server 2008/2012 Active Directory and Exchange Server 2010 network consisting of 465 users and 1100+ network nodes * Provided Tier 1, 2 & 3 technical

support for all software and hardware Senior Service Desk Support Technician Taos Health Systems April 2009 to October 2012 * Managed the Dell Software KBox 1100 Service Desk and Inventory Management Center platform * Provided Tier 1, 2 & 3 technical support for all software

and hardware * Managed, created images and deployed new and existing computers using Dell Software's KBox 2100 Systems Deployment platform * Network administration including creating/deleting users, computers and e-mail accounts. Consultant to Holy Cross Hospital

Inteck-Inc - Greenwood Village, CO July 2008 to April 2009 Taos, NM * Configured, tested, deployed and managed the KACE KBox 1100 Service Desk and Inventory Management Center platform * Provided Tier 1, 2 & 3 software and hardware technical support and training for 465 users

and 1100+ network nodes * Configured, tested, deployed and managed the KACE KBox 2100 Systems Deployment platform Network Operations Center / Systems Administrator Cyber Mesa Telecom June 2007 to July 2008 * Managed a Taqua T7000 telecom soft-switch, which encompassed adding and deleting Subscribers, Trunk Groups, Hunt Groups, PRI's, DIODs, Route Lists and all Subscriber Call Features * Provided Tier 2 & 3 technical support to subscriber base for dial-up, DSL, and T1 circuits by utilizing Navigators, T-1 integrators, Multiplexers, Digital Subscriber Line Access Multiplexers (DSLAMs) and Multiple Access Line Concentrators (MALCs) to troubleshoot and resolve all subscriber trouble tickets * Administered the corporate Windows Server 2003 network for 30 users * Maintained and created the Network Operations Center documentation * Worked closely with vendors and Incumbent Line Exchange Carriers (ILECs) to resolve subscriber technical issues Systems Administrator Cyber Mesa Telecom - Santa Fe, NM September 2005 to June 2007 * Provided Tier 1 and 2 technical support for dial-up, DSL, and T1 circuit connectivity issues and for all e-mail applications in all Windows and Mac operating systems * Performed in-home DSL modem, router and wireless access point setups and troubleshooting * Created and maintained documentation to support a multitude of DSL modems * Coordinated and assigned the technical support staff's monthly shift schedule Assistant Vice President/Senior Information Systems Analyst Century Bank FSB - Santa Fe, NM April 2003 to February 2004 * Managed the Network Administrator and Help Desk support technician * Administered a 140-user Novell 5.0 network including GroupWise email and BorderManager firewall along with a six-user Windows 2000 document-imaging network over six branch sites * Provided Tier 2 & 3 software and hardware technical support to all bank staff * Ordered, configured, tested and deployed new computers Vice President/Director of Information Technology Valley National Bank March 2002 to March 2003 * Managed a staff of six in the Information Technology department including the Network Administrator, Data Processing and Item Processing personnel and bank courier * Planned and submitted annual Information Technology Strategic Plan and budget * Negotiated, reviewed and approved all Technology-related vendor contracts and invoices Senior Information Technology Analyst Valley National Bank - Espanola, NM December 1998 to March 2002 * Managed all

functions of the core accounting platform including supervision of four individuals in the Data Processing/Item Processing areas * Administered a Unix 3.0 server and a Microsoft Windows NT 4.0/Server 2000 network for 70 users * Provided Tier 2 & 3 technical support and facilitated the necessary in-house training courses for all platforms bank-wide * Ordered, configured and deployed new computers * Created and maintained all documentation for the Information Technology department * Evaluated and recommended new hardware and software * Served as Disaster Recovery Coordinator and Safety Officer for all institutional departments * Implemented core and ancillary bank system upgrades & conversions including the deployment of a state-of-the art Document Imaging platform * Served as a key member of the Information Technology Steering Committee 1998-2003. This committee was instrumental in gaining and maintaining compliance to the Gramm-Leach-Bliley Act (GLBA) of 1992, Year 2000 (Y2K), the Sarbanes-Oxley Act (SOX) of 2002 plus all mandated I.T. examinations performed by the Office of the Comptroller of the Currency (OCC) Core & Ancillary Systems Technician Valley National Bank - Espanola, NM November 1993 to November 1998 Encoded checks and other financial documents and processed them through the NCR 7780 sorter; ran daily systems updates and backups; performed a twice-annual off-site disaster recovery test in Dallas, TX Provided Tier 1, 2 & 3 technical support and facilitated the necessary in-house training courses for all platforms bank-wide Education Associates Degree in Advanced Electronics Technology Phoenix Institute of Technology - Phoenix, AZ March 1989 Skills Deployment (10+ years), Firewall (10+ years), Dns (10+ years), System Administrator (10+ years), Vmware (5 years), Active directory (10+ years), Disaster Recovery (10+ years), Microsoft Office (10+ years), Office 365 (1 year), Hardware (10+ years), Network Administration (10+ years), Network Security (10+ years), Installation (10+ years), DHCP (10+ years), Group Policies (10+ years), Data Analysis (10+ years), Datto Backup Appliances (1 year), Microsoft Exchange 2010 (5 years), WSUS (10+ years), Aruba Networks (1 year), Wireless Technology (10+ years), Video Conferencing (10+ years), PACS Administration (3 years), Service Desk (10+ years), Telecommunications (3 years), Software Platform Migration (10+ years), MAC, Help Desk, Desktop Support, Tech Support Awards Holy Cross Hospital LifeWINGS Award for Service Excellence

2015-02 The LifeWINGS Award for Service Excellence is given to an individual who has gone above and beyond the call of duty. Assessments Technical Support Skills Highly Proficient January 2019 Measures a candidate's ability to apply protocols to identify errors and solutions in order to maintain system function. Full results:

https://share.indeedassessments.com/share_assignment/komxz4zgosr-6ti4 Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field. Groups TechRepublic Community Member October 1998 to Present Sparak Financial Systems South User Group Software Committee May 2002 to March 2003 Youth Development Inc. October 2008 to October 2009 Policy Council Member Dell | KACE - User Group Member August 2008 to July 2016 SpiceWorks Community Member January 2011 to Present LinkedIn February 2011 to Present TechJunction Albuquerque August 2013 to Present Attendee at this annual event.

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