Systems Administrator II Systems Administrator II Systems Administrator II - FIS Global Dunbar, WV

Work Experience

Systems Administrator II
FIS Global - Charleston, WV
August 2017 to Present

Installs, maintains and upgrades internal computer hardware and software systems used for designing and developing company products   Controls user access and passwords   Proposes and implements systems enhancements that will improve the reliability and performance of the system   Monitors usage and performance   Trains personnel on system usage   Troubleshoots server, software and hardware issues   Assists with recommending, scheduling and implementing system hardware and/or software upgrades or repairs   Researches, evaluates and recommends software and hardware products   Supports Web access and electronic messaging services, and maintains a secure systems environment   Provides new hardware specifications to users based on application needs and anticipated growth   Proposes and implements systems enhancements that will improve the reliability and performance of the system

Service Desk Technical Lead
ATS Networking - Scott Depot, WV
March 2013 to August 2017   Evaluated, Managed and Trained members of the Helpdesk and Enterprise teams   Insured that all training metrics, SLA's, timesheets, and time entries were in correctly and timely   Trained new Helpdesk employees and provided escalation to them as necessary   Managed, Maintained, and repaired various servers and enterprise technology for customers   Administered, Maintained, and Scripted our Ats Automation environment which includes automated responses to services down, space issues etc

Systems Technician
ATS Networking - Scott Depot, WV
August 2010 to March 2013   Acted as second level support for Helpdesk and Enterprise Tier 1 Support   Performed SAN Maintenance on Equalogic and Emc.   Managed and Maintained San replication   Created SAN volumes and added them to vsphere   Created, managed, and maintained vmware virtual machines and appliances   Created, Managed, and maintained New and existing windows domains   Created Implementation plans and design documents for new domains   Planned New Active Directory setups from the ground   Planned and implemented group policies from the ground up   Managed and configured Windows Server Clusters   Maintained, Installed, and Upgraded Microsoft sql servers   Performed exchange troubleshooting and Maintenance   Installed and maintained certificates   Created, Managed and

Modified Remote Desktop Server environments with load balancing   Maintenance and troubleshooting of Citrix servers in a xenapp/xendesktop environment   Maintenance and troubleshooting of Windows Server environments   Created, Managed, and Maintained windows deployment services and images   Created, Managed, and maintained Windows Update services (wsus)   Approved WSUS updates based on testing results   Created, Modified and Maintained Mcafee Web Gateway(proxy)   Modified and Maintained TMG Forefront Management   Modified and Maintained Mcafee Web and Email Gateways   Created, Modified, and Maintained Mcafee EPO with Virus Scan Enterprise, and endpoint encryption on large scale networks (750 + devices)   Updated, Managed, Maintained, and repaired various servers and workstations for customers   Worked with Microsoft Servers 2000, 2003, 2008   Setup, configured and maintained Microsoft active Directory and group policies   Provided support and troubleshooting for various network and software related issues   Installed and upgraded various antivirus systems including server managed ones such as Sophos and Norton Enterprise.   Provided both remote and on site assistance to customers   Worked on various projects including Being in charge of Designing, and implementing a new server based timeclock system, at a main and various satellite offices.   Pulled configs and performed basic operations on Cisco switches and Pix/asa's   Ran and terminated cat 5 cable   Punched down cable into patch panels   Stacked and racked servers   Performed backups at various customer locations   Fixed backup issues with backup exec and various tape, sata, and Network storage   solutions   Performed various troubleshooting and maintenance on Microsoft Exchange Servers(2007 - current)   Worked with Microsoft Sql server 2005 and 2008 to resolve various errors and create new databases   Worked with terminal and licensing servers   Setup, configured, and updated bios on Wyse thin clients   Setup and configured Network interfaces on Batery backup units.   Worked with and resolved technical issues for Vmware Virtual Machines   Trained new Service Desk Hires   Performed Troubleshooting of various Wireless Internet issues   Performed E-mail Administration on Exchange and Mdaemon mail servers. Fios\DSL Tech Support Supervisor TRG - Charleston, WV December 2007 to August 2010   Managed a team of 15 agents in the support of Fiber Optic Services or DSL

Services   Uptrained agents in new methods and technologies   Took escalation calls to further assist customers with their Service needs   Provided assistance to agents who needed help with various technological problems.   Provided support for various dsl and Fiber technologies, including Nid's and ONT's.   Worked with customers to resolve various network, wireless, and e-mail related issues IT/Billing Director Psych Services - Spencer, WV June 2007 to December 2007 Designed and implemented a secure 802.11 b/g Wired/Wireless Network and secured it to HIPAA standards. This security was to protect sensitive client data.   Provided network administration and support which included fixing outages, expanding the network, running cable, security checks etc. Set up and configured Cisco/linksys routers   Designed data backup procedures and implemented them.   Setup a new billing system for the main office and its satellite branches. This system implemented a way to track billing which had previously been impossible. Also implemented a new billing procedure to effectively use this new system. Tracked billing and tried to resolve past due accounts. Designed a long term plan for switching to a "paperless office" and began implementation of the plan.   Provided cost benefit analysis of price versus benefit for new computers and equipment needed for the office. At which point I was granted the authority to select and purchase the needed equipment.   Repaired, serviced and maintained all computer systems and computer equipment, including detailed repairs such as repairing the loading mechanism on a floppy drive. Upgraded to a primarily Windows XP business with allowances for legacy software that can only run on older machines.   Billed insurance companies and invoiced customers as appropriate. Acted as liaison with insurance agencies in order to resolve billing issues. Education Computer Science/Mathematics Salem International University - Salem, WV January 2000 to August 2003 Skills Vmware, Exchange, Network Administration, Strategic Planning, Customer Service, Management (7 years), Microsoft Hyper-v Virtualization (7 years), Microsoft SQL Administration (5 years), Microsoft Server 2008 (9 years), Microsoft Server 2012 (5 years), Microsoft Server 2016 (2 years)

Name: Kyle Moore

Email: nicholas21@example.com

Phone: 5517934355