Systems Administrator Systems Administrator Systems Administrator - SAIC Panama City, FL Work Experience Systems Administrator SAIC - Panama City, FL September 2017 to Present   Works as a Subject Matter Expert on the Software Support team.   Works on patch development team to develop patches and apply STIGs to systems as required   Works on production team to build / configure virtual machines for government projects/contracts   Troubleshoots and helps to resolve issues with systems during both production and testing phases   Works together with team and government personnel to complete tasks   Works with Exchange, Active Directory, VMWare, and other enterprise products.   Works with Nutanix Servers Covert Fulfillment Agent BEST BUY - Panama City, FL February 2004 to September 2017   Works on special project teams as needed to solve company logistical challenges   Helped create, train, and define scope of work for third party technical support team   Connects and communicates with clients remotely using remote software and/or telephone as needed   Diagnoses and repairs software/operating system problems   Removes Malware / PUPs   Performs software installations and upgrades   Performs remote network troubleshooting, setup, and configuration   Trains clients on various software applications   Recommends upgrades as applicable   Maintains high level of professionalism, courtesy, and client service throughout each interaction   Performed all of the above services on-site for our residential and business clients for the first 9 years of employment with the company, and then moved to our remote channel.   Assists with Business clients for network/server issues and configuration as required Store Manager HUNGRY HOWIES - Callaway, FL January 2001 to December 2003   Managed 10-12 employees daily   Created schedules   Routed deliveries   Ordered produce/supplies   Interviewed/hired job applicants   Worked with customers to ensure a great experience System Administrator SALLIE MAE - Lynn Haven, FL February 2000 to January 2001   Assisted users with technical issues such as password resets and account issues   Installed/upgraded workstations   Installed software and updates as applicable   Disassembled and prepared outdated hardware for auction Web Developer / Sales SIMMER DOWN WEB DESIGN - Panama City, FL March 1999 to February 2000   Located leads and closed sales on web development/maintenance projects   Designed and coded custom website for clients Skills ACTIVE

DIRECTORY, VMWARE, EXCHANGE, NETWORK ADMINISTRATION, SERVER ADMINISTRATION, Linux, Red Hat, SCCM, System Administrator, System Admin, Redhat, Linux Administrator Additional Information   Network administration   Security Principles   Excellent communication skills   Superior problem-solving skills   Superior customer service   Works well on a team or individually   Attention to detail   Multitasking   PHP, JavaScript, NodeJS, ExpressJS, HTML, MySQL, Perl, Intermediate CSS, Some WordPress   VMWare   MS Exchange / OWA Active Directory   Powershell   Nutanix Server administration   Altiris Deployment Console   RHEL / Debian Administration

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