

Systems Administrator III Systems Administrator III Systems Administrator III - Flambeau - Baraboo  
Sauk City, WI Over 12 years of professional experience in systems support, analysis and desktop  
functions in a corporate infrastructure environment. Experienced in information systems support,  
problem resolution, process planning, documentation, change management, and project planning.  
Also extremely skilled in supporting a large infrastructure environment and implementing technology  
to support large user groups. Sponsorship required to work in the US Work Experience Systems  
Administrator III Flambeau - Baraboo December 2018 to Present Implemented SaaS SPAM and  
Archiving software Built out and configured VSphere 6.7 for our UK office Migrated old VM's off  
of old hardware onto our new hardware Work on the yearly Budget Work on Level 3 helpdesk  
tickets Maintain SPAM filtering and email throughput Administer Exchange 2010 Work on  
bigger projects having to do with the improvement of the infrastructure Quoting out and working  
with Dell on vxRail Work on deploy individual users to O365 ITSM Change Manager (Contract)  
QBE - Sun Prairie, WI September 2018 to December 2018 Ran Weekly Change meetings  
Worked through all changes submitted via Service Now Weekly reports for Unplanned and Urgent  
Unplanned Changes Helped with Problems caused by change Provided technical knowledge to  
help others understand certain changes being submitted Sr. Systems Windows Administrator - Tech  
Lead Fiserv - Madison, WI March 2017 to September 2018 Work on high-end projects for the BU  
Daily status of team projects and report to status to manager Work with other Sr's on how to better  
develop our teams for coverage and our own growth as a team VMware Administration and  
upgrading our hardware and software Lead my team to work together to complete the work and  
projects assigned. Offer my help when needed. Front of the line for our NAS migration to new  
Storage array Set up Cisco UCS for Production SQL environment Delegate daily tasks to  
admins for completion Worked on Service Point tickets daily Handled weekly meetings for  
project status with team Ensures Change Management processes, procedures, and checklists are  
enforced Ran CAB to provide input for changes and the impacts of the changes Windows System  
Administrator Fiserv - Madison, WI December 2013 to March 2017 Administration of 4 Domains  
containing 400 plus servers, Upgrade OS to server 2008 R2/2012 R2 in each environment. ? Active

Directory administration for each domain ? DNS assignments and DMZ IP's assigned to each server based on current VLAN ? Worked with Networking team to secure Firewall ? Group Policy Management and assignment ? Linux Administration for proxy and monitoring server (Red Hat and Ubuntu) Daily projects assigned ? Web server upgrades and user access via IIS 7 ? Administer SharePoint 2007 documents and users setup ? Application server builds and application installs ? Monitor services daily using XYMON for reporting purposes ? SSL certificates for any server that talks outside of the DMZ \* Local certificates generated as well using OpenSSL ? Maintained all certificates through SharePoint \* Remedy tickets created and utilized for Root Certs and Trusted Certs Lead Administrator on MDAemon email server ? Created groups and user accounts ? Maintained logs on all 3 mail servers \* Generated list for Technical documentation for our clients Monitoring and Proxy Administration (Red Hat) ? All servers and services as well as CPU monitored daily through Big Brother (Xymon) ? All flagged IP's and URL's are entered into Squid Proxy server rule set WSUS administration and Monthly patching to all systems Upgraded DR site ? Server and SAN refresh ColdFusion Patching and testing Maintained Vulnerability Management ? Submission through TVM portal via Service Now Weekly Project meetings ? Delegated projects to team members equally with Managers signoff Created VMware Templates for deployment of servers, fixed hardened security issues when needed Daily monitoring of Symantec NetBackup System ? Restarted any failed jobs ? Swapped out tapes when needed ? Created Policy's for backup jobs ? Upgrade software and tape drive - worked with HP for install IT - Network Specialist TDS Telecom - Madison, WI February 2012 to August 2013 Daily Server Administration in test environment Worked on Microsoft Media Room Platform Maintained MMR Personal Server Duplicated Production Environments into Lab Environments Monitored daily upgrades Server, Software troubleshooting Error reporting and PerfMon Worked in Developing newer technologies to coincide with current hardware Set up and Managed Accounts in Microsoft Media Room Designed Packages for IPTV platform SCOM Troubleshooting IT - Systems Administrator/Engineer AE Business Solutions - Madison, WI April 2011 to February 2012 Daily Server Administration Add/Changes/Deletes/Password resets - Active Directory Users and

Computers   Internal and Hosted Backup Support (HP Data Protector)   Notification Alerts.

Server, Software troubleshooting   Network, WAN and Firewall Administration   Daily Help Desk

Administration   Desk Side Computer Support   Printer Support   Cell Phone Support   Installed

OS software, patches and upgrades   Migration to Exchange 2010 and Active Directory 2008

Zimbra Administration   SharePoint Administration

IT - Systems Administrator BouMatic, LLC June 2009 to April 2011   Performed system backups and recovery; set schedules on our Unitrends devices for system backups.   Conducted multiple server builds.   Developed and implemented daily checklists and performance monitoring procedures of key infrastructure services.   Participated in designing supportable architectures and systems.   Provided Technical Supervision and Management of consultants on projects as needed.   Provide Level 3 Support to the Help Desk on complicated issues.   Managed multiple infrastructure projects as assigned; assisted in the planning of on-going system requirements   Interface and manage third-party consultants and resources on IT infrastructure projects.   Installed OS software, patches and upgrades   Maintained Exchange Mailboxes and storage limits

daily IT - Operations and Infrastructure Analyst BouMatic, LLC April 2008 to June 2009   Take initial telephone, e-mail or SysAid inquiry related to hardware, software, network or application (JD Edwards, Cognos, etc.) problems and resolve in thirty minutes or less; Create, modify and delete user accounts for all supported systems and manage access control based on company policies.   Desktop and IP Phone Support:   Maintain IT informational databases of ip addresses and locations and assigned telephone equipment;   Work with hardware and software vendors to verify timely product delivery and ensure that new equipment is installed and set up on schedule;   Analyze and make recommendations for hardware and software standardization;   Install, configure and maintain desktop and laptop PCs and peripherals; Co-ordinate Cell Phone purchases, changes and repairs.   Assist in the analysis, troubleshooting and resolution of system hardware, software and networking issues;   Perform and monitor system backups and recovery   Interact with all Network Users.

IT Instructor TechSkills - Madison, WI July 2005 to January 2008   Meeting all campus and corporate retention and student completion mandates for all programs;   Track retention, attendance, completion rates, and so forth to

document student success and identify areas that need improvement. Maintain personal delivery metrics as set forth by the Director of Education and Corporate. Participate in student registration, orientation, and other student activities and organizations that involve students and foster their academic and career-oriented success. Comply with requirements for meeting state regulations and ACCET accrediting standards and other corporate initiatives that ensure academic quality. Implement teaching/learning strategies and methods for measuring effectiveness. Work with Corporate Education to revise curricula. Education Associate Skills Active directory (10+ years), Dns (10+ years), Microsoft sharepoint (4 years), Sharepoint (4 years), VMware (7 years) Additional Information Operating Systems: Microsoft Windows Server 2003, 2008/R2 Standard and Enterprise, 2012/R2 and 2016 \* Active Directory, DNS, DHCP, IIS 7 and Cold Fusion \* WSUS server, Shavlik (ivanti) \* SCCM and SCOM server Microsoft Windows XP, Microsoft Windows Vista, Microsoft Windows 7 and MAC OSX, Windows 10 Linux Red Hat and Ubuntu 12.04, 13.04 and 14.04 ? Squid Proxy and Blue Coat Proxy Server Software: Microsoft SharePoint Server 2010 and 2013 Microsoft Office 2003, 2007, 2010, 2013 and 2016, 0365 ? Exchange 2003, 2007, 2010, 2016 Trendmicro AV/FortiClient, McAfee, Solar Winds and Trigeo ? SSL certificates, FTP, FTPS, and SFTP Microsoft SQL Server 2005, 2008, 2014 ? Installs, user permissions and cluster configurations Programming: VBScript and Batch scripts Virtualization: VMware ESXi, versions 4 - 6.7 ? VDI implementation

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