Systems Administrator Systems Administrator Systems Administrator Washington, DC Work Experience Systems Administrator Health Axis - Tampa, FL July 2017 to December 2018   Maintain Windows 2012/2016 servers; backups and patching and administration   Troubleshooting network issues at the server level and at the desktop level   Hardware and Software support   Office 365 support/Exchange 2016 Administration   Configuration of anti virus server; responsible for patching and virus definition updates   Support and setup of network storage platforms   Support of bit locker encryption at the server level and desktop level   Active Directory support and maintenance Configuration and deployment of images via WDS   Cyber Ark administration   Power Shell Contractor Cohen Milstein LLP - Washington, DC August 2015 to June 2017   Maintained Airwatch Server/troubleshoot TCP/IP and DNS settings/Managed and set up print servers for large environments; malware and virus remediation and monitoring using Norton security suite   Provided end user support for hardware and software on PC and Macintosh computers and network printer support   Support of MS Office 2013/Migration and support of office 2013 to office 365   Managed inventory and worked with 3rd party vendors to purchase equipment   MS Exchange server 2016 administration and support   Managed Active Directory/GPOs/User accounts on server 2008/2012; Service Now Ticketing System   Security Administration and Management of Imanage database; hardware security scan for laptops and mobile phones   Support of mobile phones through Airwatch   Support and administration of VMWARE environment   Cyber Ark administration for enterprise network. Contractor Cohen Milstein LLP - Washington, DC May 2014 to August 2015   MDM support through Airwatch   Provided end user support for hardware and software on PC and Mac   Support of MS Office 2007 and 2010\Distributed software and created packages using SCCM 2012 Encryption of hard drives using Bit locker as part of our DLP policy   Managed and trouble shoot MS Exchange server 2010   Minimized users' downtime through workstation, LAN, and server optimization.   Administered and Configured MacAfee Antivirus security suite   Managed Active Directory/GPOs/User accounts on server 2008/Remedy Ticketing System   Configured and maintained AV equipment\Managed Imanage database   Configured and supported soft/hard RSA tokens in a windows environment   Imange Database security administration for over 300 users

Power Shell GOVT/ Tek Systems Contractor U.S. House of Representatives - Washington, DC November 2011 to May 2014   Support of handheld devices (i.e.; blackberry, IPhone, Android)   Application support of House applications and Software/USGCB Configuration WIN7   CAPS installation and support/ Remedy Ticketing system Network Engineer Confluence IT - Washington, DC March 2010 to November 2011   Maintenance and configuration of various networks for non-profit clients   SBS 2008 configuration and support/file management through PowerShell scripting   Blackberry handheld support of androids, iPhone and various other handheld phones in a enterprise environment   BES 4.5 server support and configuration for enterprise environments   Troubleshoot and maintenance of various network switches/and routers   Configuration of Sonic Wall firewall   Migration and configuration of Windows 7 in a 300 user environment   Created and maintained PC images using Acronis software   Exchange 2003 support and configuration/ POP and SMTP mail protocols   Configuration of Backup Exec 10.x   Desktop support in a dynamic environment   Connect Wise ticketing system   Administered and resolved virus issues using Symantec anti-virus v.11   Migration and support of MS Office 2007 - 2010 for 200 users GOVT/ Tek Systems Contractor Postal Regulatory Commission - Washington, DC March 2008 to March 2010   Maintaining and troubleshooting PRC supplied equipment and software, including printers, desktops, laptops, Blackberries   Monitoring network usage logs using applications such as System Center Essentials, and C5 Compliance   Consulting with users, management, vendors, and technicians to assess Commission IT needs and system requirements   Diagnosing hardware and software problems, and replacing defective components   Monitoring network performance to determine whether adjustments need to be made, and determining where changes will need to be made in the future   Maintained hardware and software inventory records   Evaluated and/or recommended purchases of computers, peripheral equipment, and software   Maintained the Commission's Audio-Visual equipment and ensuring its proper use   Logging and responding to support requests made through the Commission's Support Desk   Conferring with network and website users about how to resolve any existing system problems such as transmitting news, and download files.   Support of MS Office 2003/2007 and XP   Configuring and troubleshooting

Microsoft Outlook 2003/2007   Configuration and troubleshooting of Black Berry Enterprise Server and Black Berry handheld devices   Configuration and support of Cisco VPN 4.0 - 5.0   Managed Windows 2003 server/w Active Directory   Managed Group Policies and Network configurations Update and Maintenance of MS Exchange server 2003   Maintained distribution lists   Configured mailbox permissions for users and updated public share folders   Support of the Law Department with various desktop and application issues CAO network RSA security 2003 to 2010 support/Antivirus detection and removal using Norton   Blackberry server account creation and maintenance   Active Directory Account creation and maintenance   EMM support and installation Maintain professional relationships with assigned offices   Network troubleshooting and support of CAO network   Exchange 2010 configuration and account creation and maintenance Desktop/Server2012 support in a high paced environment   Apple computer support OS X Deployed software updates using SCCM 2012   Power Shell scripting Sr. Systems Support 3 NIH(GOVT/ Tek Systems) - Bethesda, MD March 2006 to March 2008 Managed a Windows 2003 server/w Active Directory.   Updating servers with latest service packs and hot fixes   Creating standard process for group policy deployment   Active Directory users and groups management Implementation and administration of DNS, DHCP   Distribute packages via Patch Link to all desktops and servers   Supported MS Exchange w/outlook 2003 and configuration of LDAP Configuring and troubleshooting Microsoft Outlook 2003   Configured and Maintained user accounts   Created and Maintained distribution lists   Created and updated public share folders   Configured mailbox permissions for users   Support of Govt. Black Berry handheld devices.   Support of over 600 users; Windows 2000/ XP/desktop and laptop deployment.   Software and Hardware support Support of MS Office 2003   Knowledge of hardware analysis tools / and antivirus tools and detection   Troubleshoot all network issues and monitored IDS systems logs   Knowledge of network protocols   TCP/IP configuration   Network configuration/Vmware support Configuration/Support of GOVT. WI FI network.   Installation and configuration of wireless AP Security WPA-2 protocol implementation for wireless network   Configuration and support of Cisco VPN 4.0 - 5.0   BMC Remedy Ticketing System Sr. Computer Systems Analyst Salvation Army -

Washington, DC October 2003 to March 2006   Managed and maintained a Windows 2000/2003 server/w Active Directory.   Implemented security protocols for the server   Managed user accounts and implemented GPO   Virus definitions and service pack updates   Provided end user support for hardware and software on Pc's/CITRIX support   Support of MS Office suite 2000/2003   Managed hardware inventory   Replaced hardware and worked with vendors to purchase hardware   Knowledge of hardware diagnostic tools   Set up and managed a WI-FI network   Managed placement of wireless routers.(Site Survey)   Implemented wireless security protocols(WPA-2)   Managed multiple IT projects from start to finish   Lotus Notes Administration/Blackberry support/Configured and managed ACLs   Configured user accounts   Implemented and created ticketing system using Lotus Notes   Troubleshoot blackberry handhelds   Configured blackberry BES server   Responsible for BES server updates and maintenance   Configured permissions for user mailbox   Network configuration/Management/Set group policies/Configured Juniper Firewalls.   Coordinate purchasing activities with department support staff.   Administered and Configured Norton Antivirus and applied virus patches to servers.   Performed backup and recovery on Servers using Veritas Backup Exec 9.1 Network Analyst/IT Manager Lattimus Wireless - Washington, DC January 2000 to October 2003   Managed and maintained a Windows 2000 server/w Active Directory/Group Policies/ software distribution through SMS   Set up user accounts and permissions   Responsible for virus patches and updates   Server maintenance and GPO implementation   Set up and managed a WI-FI network with WEP security settings.   Involved in planning and managing WI-FI networks with different clients   Implantation of WPA security setting for wireless networks   Developed reports and adhered to SLA policies Education BS in Information Systems Management and Security University of Maryland May 2003 Skills Active directory, Encryption, Exchange, Ms exchange server 2003, Exchange server 2003, Security, Imanage, Ms exchange, Microsoft office, Microsoft office 2000, Office 2000, Mac, Mac os, Training, Software training, System Administrator, Vmware, System Admin, SCCM Certifications/Licenses Security+ CE March 2019 to March 2022 Additional Information Technical Skills: Microsoft Office 2000/2003/2007/2013/365, Windows NT/2000/XP/VISTA/7/8/10, Mac OS 8, 9 and X.xx, Windows server 2000/2003/2008/SBS

2008/2012, MS Exchange server 2003/2010/2016, BES server 4.1, Active Directory, C5, Compliance Software training, MS Software Office Training 2007/2010, Security Awareness Training, Bit Locker Encryption, End Point Encryption, Imanage Application administration

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