

Systems Administrator Systems Administrator Systems Administrator Mitchellville, MD Highly motivated, I.T. Professional with experience in customer service, Systems administration, Network administration, Hardware and Security Authorized to work in the US for any employer Work Experience Systems Administrator United States Environmental Protection Agency (Judge Group) - Washington, DC March 2018 to Present Created, changed, and deleted user accounts per request.

Performed regular security monitoring to identify any possible intrusions. Designated & created users folder Microsoft s Active Directory Maintenance Re-Imaged Computers , Installed Hard drives & RAM/Memory Maintain Network & server infrastructure Networking Printer Installing via VSphere Installed VMware Clients software Install new software releases, perform system upgrades, evaluate & install patches, & resolve software related issues. Maintain and support integrity of the operating system environment and various computer systems. Perform systems maintenance tasks, such as system back-up, recovery, and file maintenance. Monitor and maintain software licensing and maintenance agreements. Monitor system configuration to ensure data integrity. Administer, install, and troubleshoot a variety of operating systems. Provide first level response for technical issues and requests regarding hardware, software, printers and connectivity issues. Includes desk-side, telephone, and email support for onsite and remote users. Serves as a backup resource for the Database Administrator on the professional services team. Manage user accounts, groups, and permissions on different systems. Systems Administrator Internal Revenue Service (Lockheed Martin & Leidos) - Washington, DC April 2016 to April 2018 Created, changed, and deleted user accounts per request. Performed regular security monitoring to identify any possible intrusions. Contributed to and maintained system standards. Blackberry (BES), & Smart Phone Support Microsoft s Active Directory Maintenance Re-Imaged Computers , Installed Hard drives & RAM/Memory Symantec Admin Management Symantec Software Portal (Software Installation Push Support) Networking Printer Installing Monitored Network Performance via Active Directory & Symantec Online Admin Console Cisco VOIP Support Maintain Inventory on all IT related products MAC IOS 10.6.8 Snow Leopard Support Run Monthly Security Vulnerability scans on Government MAC computers Organize & Complete

Massive Refresh Laptop Project for 200+ users Systems Administrator First Potomac Realty Trust
- Bethesda, MD February 2015 to November 2015 Skills Used Created, changed, and deleted
user accounts per request. Performed regular security monitoring to identify any possible
intrusions. Executed daily backup operations via Cloud Services & Snapshots, ensured all
required file systems and system data are successfully backed up to the appropriate media,
recovery tapes or disks are created, and media is recycled and sent off site as necessary. Applied
OS patches and upgrades on a regular basis, and upgraded administrative tools and utilities.
Configured / added new services as necessary. Contributed to and maintained system standards.

Created secure Wi-Fi hotspots & installed Wi-Fi Access Points iPhone, Blackberry, Android, &
Smart Phone troubleshooting Microsoft s Active Directory Maintenance Re-Imaged Computers
, Installed Hard drives & RAM/Memory Symantec Admin Management Created pages &
managed Microsoft SharePoint 2013 users Monitored Network Performance via Active Directory
& Symantec Online Admin Console Managed archived emails via Mimecast EqualLogic and
Nimble iSCSI SAN Assisted in Upgrading from Windows Exchange Server 2007 to 2013 VLANs
Setups & Management Avaya IP Office Management Axcient (backup and cloud disaster
recovery) Office 365 Setup & Management MaaS360 (mobile device management) Exchange
2013 Citrix Xen App & Xen Desktop Sr Support Analyst Library Of Congress (MIL Corporation) -
Washington, DC January 2013 to February 2015 Skills Used Network Troubleshooting Citrix
XenMobile Device Manger iPhone & Blackberry Deployment & Support Management BMC
Remedy Software Management BMC Footprints Management Create, change, and delete user
accounts per request via Active Directory & eControl Re-Image Computers (Windows XP, Vista, &
Windows 7) Install encrypted OS Images Windows XP Windows 7 SCCM Software
Management Cisco VPN Client Troubleshooting LAN, WAN, & MAN Troubleshooting Proxy
Pro Master Software Management Create & Manage Email Account via Microsoft Windows Server
2008 In House & Remote Support via Windows Remote Desktop Connections Microsoft IE,
Google Chrome, Mozilla Firefox Troubleshooting Install Hard drives & RAM/Memory A/V Setups
& Troubleshooting Audio/ Visual Setups VoIP Phone Support Systems Administrator Close Up

Foundation - Alexandria, VA August 2009 to January 2013 Create, change, and delete user accounts per request. Perform regular security monitoring to identify any possible intrusions. Execute daily backup operations, ensuring all required file systems and system data are successfully backed up to the appropriate media, recovery tapes or disks are created, and media is recycled and sent off site as necessary. Apply OS patches and upgrades on a regular basis, and upgrade administrative tools and utilities. Configure / add new services as necessary. Contribute to and maintain system standards. Install new mail servers, create secure wi-fi hotspots, and upgrade systems to VoIP phone systems. Build and update web designs. Network Troubleshooting iPhone, Blackberry, Android, & Smart Phone troubleshooting Microsoft s Active Directory Maintenance Re-Image Computers , Install Hard drives & RAM/Memory IT Specialist/ Help Desk (Part-Time) MNCPPC Glenndale Community Center - Glenn Dale, MD May 2005 to March 2012 Received payments and reconciled accounts for registration fees and other bill payments. Worked with customers over the phone, through email or face to face to walk through the steps to fix computer issues. Registered clients to classes, activities, and volunteer programs in the Bowie, MD area. Jr Support Analyst Marriott Headquarters - Bethesda, MD March 2008 to August 2009 Analyzed configuration issues and developed solutions to individual end-user issues. Resolved end-user requests through the analysis of database implementation and integration issues. Maintained passwords, data integrity and file system security for the desktop/laptop environment. Communicated technical information to both technical and non-technical personnel. Assisted with the recommendation of hardware and software solutions. Performed other duties as required. Education Year Up Technical Training Certificate in Information Technology Cambridge College / Year Up - Arlington, VA 2008 to 2009 Associate of Science in Computer Science Prince George's Community College - Largo, MD 2005 to 2007 Skills Advanced knowledge of Microsoft Office 2003, 2007 & 2010 applications including Word, Excel, PowerPoint, Access, and Outlook. Introductory level HTML coding. Windows 98, XP, 2000, Vista, Windows 7 32 and 64 bits. Basic networking, including Client/Server and Peer to Peer networks. Creating Partitions. Experience with motherboards. Advance concept of hubs, bridges, switches, and

routers. Remote desktop assistance. Imaging computers. Network connection troubleshooting.

Knowledge In Google Products such as Google cloud, Google Drive, Google Hangout, & Google Plus

Advance knowledge of Security+ , Network +, A+ POS certified System Administrator support Helpdesk support Microsoft Active Directory Management. Novell client. AppX. Basic Knowledge of VMware Basic Encryption Software Knowledge SonicWall Basic Understanding Microsoft SQL Server 2008 Microsoft SharePoint Server Backups SCCM BCM Remedy Proxy Pro Master Knowledge in Adobe Acrobat Pro & Reader Knowledge in LAN, WAN , & TCP/IP Networks Knowledge of DNS & DHCP Knowledge in VoIP setups & management with allworx phone systems Citrix XenMobile Device Manager Audio/ Visual Support Advance knowledge of Microsoft Lync Mimecast Management Nimble SAN Server Install/ Mangment Microsoft Office 360 Management Citrix Xen Desktop & Xen App Manager Microsoft SharePoint 2013 Management Knowledge in VMware Windows Server 2012 Microsoft Lync 2013 Web Help Desk SQL 2014 Failover cluster Citrix Clusters, vpn, vmware, sql, firewalls, active directory, System Administrator, System Admin, SCCM Certifications/Licenses CompTIA Network+ CompTIA Security+ Additional Information

VOLUNTEER WORK AND COMMUNITY SERVICE

Glenn Dale Titans (Spring 2007 Present) - NFL Flag Football Head Coach and Offensive Coordinator for ages 7-8 & 12-14 Silver Spring Church of God Annual Car Wash Fund Raiser Haiti Earthquake Relief (February 2010) Organized events and raised funds, clothes, and food donations for several organizations including Yele Haiti, Doctors Without Borders, and UNICEF.

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