

System Administrator II System Administrator II System Administrator II - AKIRA INC Warner Robins, GA Work Experience System Administrator II AKIRA INC - Robins AFB, GA April 2016 to Present Assisted in conducting and managing inventory for high and low security organizational assets without hindering mission effectivity. Responsible for establishing and maintaining physical network connectivity as required by the organization, to include server moves, running or changing cables routes, and establishing new networks throughout the organization. Installed an Enterprise Service Desk lab from the ground up; included setting up workstations and running cables between workstations and servers. Relocated workstations and servers into a new environment to increase effectivity, and provided minimal downtime during the transfer process. Maintained a safe and clean work area as required by the regulations, and passed monthly inspections. Cyber System Operator AIR NATIONAL GUARD July 2012 to Present Deployed 15 Mar-1 July 2015 Responsible for installation, configuration and maintenance of mobile communication command center providing secure telecommunications of voice and data services. Install, configure, and support Local Area Network (LAN), Wide Area Network (WAN) and Internet system on a segment of a network system. Setup and maintained LAN connectivity and wireless networks. Maintain network and application hardware and software. Monitor network to ensure network availability to all system users and perform necessary maintenance to support network availability. Effective troubleshooter, adept at solving problems rapidly. Knowledge of network hardware including servers, routers, and other computer devices. Deploy Windows server updates and perform preventative maintenance with limited downtime. Manage Active Directory Users and Computers on Windows based servers for the TDC Heavy deployable package. Experience in network security protocols and firewall configuration. Implement and manage hosted server applications. Provide IT support including hardware troubleshooting, system recovery, email communication and application support. Diagnose network problems involving a combination of hardware, software, power and communications issues. Analyze complex computer systems to assess vulnerability and risk, including VMware infrastructure. Identify, report and resolve network security violations. Respond to all client requests for technical support by phone, email and the inter-office chat service.

Responsible for resetting user passwords and access rights, adding and modifying users, assisting in the configuration of services in a variety of systems. Manage application patches, data backup, security changes and network configuration. Systems Administrator ROME RESEARCH - Robins AFB, GA November 2015 to April 2016 Consolidated multiple ticketing systems, improved communication and ticket turnover rate by 7%. Investigated alerts created by IDS/IPS including malicious file uploads, compromised servers, SQL injections, and port scanning. Performed customer service duties, troubleshoot help desk tickets, investigate connectivity communication issues between server and hardware Kiosk stations. Routed hardware back to original equipment manufacturer for warranty repair, and document routing requirements. Setup and configured workstations for deployment. Performed daily system monitoring, verifying the integrity and availability of all hardware, server resources and systems. Verified completion of scheduled jobs such as backups and software updates. Implemented software package installations, installed patches, and performed upgrades. Troubleshot installation and implementation issues. Education Perry High School 2012

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