Systems Administrator Systems Administrator Systems Administrator Denver, CO Accomplished Systems Administrator professional with 4+ years' experience in computer operations, technical and help desk support Excellent communication and diagnostic skills; consistently solves problems independently Proactive self-starter known to initiate process and system improvements to increase system stability and staff productivity Solid knowledge of LAN/WAN network administration Proven expertise in supporting and troubleshooting hardware, software and networking issues Outstanding interpersonal skills; interfaces effectively with upper management, vendors, staff peers and users Work Experience Systems Administrator Vulcan Engineering - Denver, CO December 2015 to March 2019 * Responsible for hardware/software troubleshooting and repair, Active Directory Users and Domain controller configuration, printer configuration, Android and iPhone wireless support, Exchange configurations and providing phone and help-desk support for other company employee * Manage and set up all user accounts in Active Directory, Group Policy and Exchange * Implement all vitual machines using Mircosoft Hyper-V Manager. * Configure DNS and DHCP Server for company domain. * Led the planning, design, documentation, and implementation of various systems to include desktop PC's, servers, network equipment, printers, copiers and software applications. * Planned and implemented system and component upgrades * Performed ongoing performance tuning, hardware upgrades, and resource optimization as required * Led team efforts during company wide system upgrade from Windows 7 to Windows 10 * Conducted research on proposed system upgrades and identified potential incompatibilities that led to alternative system purchase * Performed routing-based issues due to slow network connectivity with a major focusing on cisco protocols like OSPF, EIGRP and identifying the root cause analysis of the issues * Managed the basic firewall responsiblitles for the network Jr Systems Administrator Elliott Electric Supply - San Antonio, TX July 2014 to November 2015 * Primary employee for software and hardware support for the Central Texas sales area- * Gained extensive knowledge of Microsoft O365, Windows 7/10, Windows Server 2012 R2, and Microsoft Exchange Server * Deployed Cisco routers and switches such as 7200, 3800, 3600 and 3500, 4500 * Earned a reputation for quickly responding to trouble tickets, prioritizing user requests and resolving

complex issues. * Successfully resolved hundreds of issues monthly without requiring escalation to a higher tier   * Accountable for building, configuring, troubleshooting and repairing computer systems throughout the 23 branches of the area * Organized office moves and relocations * Trained employees on use of system, log-in, and any other help they might need on company equipment. * Performed testing of systems for better productivity and user friendly usage Education B.S. in Computer Science in Computer Science Grace University Omaha NE May 2014 Skills Active directory (3 years), Dhcp (3 years), Dns (3 years), Exchange (4 years), Windows 7 (4 years), System Admin, System Administrator, Vmware Additional Information TECHNOLOGIES   Systems   Windows 7/10, Windows Server 2016, Windows Server 2012 R2, Linux   Protocols TCP/IP, OSI   Software   Hyper-V Manager, Microsoft Active Directory, Server Manager, Group Policy Management, DNS, DHCP, Microsoft Office 365, Microsoft Exchange Server

Name: Cynthia Hardy

Email: cramirez@example.net

Phone: 221.780.2789x0692