

SENIOR NETWORK/SYSTEM ENGINEER SENIOR NETWORK/SYSTEM ENGINEER SENIOR NETWORK/SYSTEM ENGINEER - I.T. Matters Round Rock, TX Skilled System Administrator with expertise in IT support, management, and infrastructure planning. Experience developing multi-year strategy to modernize infrastructure and plan for future growth. Demonstrated ability to manage and lead teams during complex projects. Highly successful at working in a fast paced environment while managing multiple projects and deadlines. Customer-oriented professional with a history of meeting or exceeding project objectives. Work Experience SENIOR NETWORK/SYSTEM ENGINEER I.T. Matters - Austin, TX July 2019 to Present Worked closely with customers, internal staff and other stakeholders to determine planning, implementation and integration of system-oriented projects. Conducted research that tested and analyzed feasibility, design, operation and performance of IT equipment, components and systems. Diagnosed issues with customer systems and quickly repaired flaws to maintain functionality. ASSISTANT DIRECTOR McLennan County - Waco, TX March 2016 to May 2019 Responsible for IT infrastructure and data on a network with 900+ devices. Directed team of professionals in special projects and daily operations. Created technology strategy for upgrading legacy systems in order to modernize IT infrastructure, increase productivity, and improve security of county network. Reduced overall costs by deploying virtualization in entire organization. Developed yearly technology budget and assisted director with presenting budget to Commissioner's Court during budget workshop. Monitored audit logs and IDS logs for signs of malicious activity or malware infection. Increased system security and performance with proactive changes. Managed network-related projects, including liaising with clients from conception to implementation. SYSTEMS MANAGER McLennan County - Waco, TX February 2012 to March 2016 Designed and implemented Active Directory resulting in less administrative overhead for IT staff. Implemented auditing software for AD and file shares, improving visibility into activity happening on the LAN. Monitored network performance, availability, utilization, throughput, and latency. Delivered recommendations regarding infrastructure overhauls. Improved job tasks and mentored junior team members on best practices and standards. Set up user accounts, permissions and passwords and defined network policies

and procedures. SENIOR NETWORK ADMINISTRATOR McLennan County - Waco, TX February 2010 to February 2012 Maintained CJIS compliance on LAN, worked with DPS auditors during the audit period, and successfully passed each audit Spearheaded the technical component of migrating the legacy ERP to a modern hosted solution Kept flexible schedule and resolved after-hours and weekend emergencies quickly and accurately Analyzed intricate server issues and supported large enterprise and business-critical applications NETWORK ADMINISTRATOR McLennan County - Waco, TX October 2008 to February 2010 Acted as both first level network support and advanced desktop support for 700 PCs. Responsible for annual lifecycle review of desktop hardware and peripherals. Acted as main purchaser of new desktop hardware and peripherals after annual lifecycle review. Maintained asset lists of newly deployed hardware and worked with auditor's department to give each asset its correct tag. Developed and maintained accurate network documentation and Visio diagrams to provide management with proper understanding of organizational needs. PC TECHNICIAN McLennan County - Waco, TX February 2005 to October 2008 Provided local and remote first line IT support for hardware and software to company personnel. Worked with interns in a supervisory and mentoring capacity. Set up and configured new employee work stations, including all hardware, software and peripheral devices. Education Associate Degree in Network Security Texas State Technical College - Waco, TX Bachelor of Arts in English Mount Allison University - Sackville, NB Skills ACTIVE DIRECTORY, CISCO, FIREWALLS, HIPAA, CISCO ASA, CISCO ASA FIREWALLS, DISASTER RECOVERY, HYPER-V, LINUX, SECURITY, DATA BACKUP, STRATEGIC PLANNING, PERFORMANCE ANALYSIS, EMC, GOVERNANCE Additional Information SKILLS Windows Server 2008R2 - 2019 Dell EMC Isilon and Compellent SAN Microsoft Hyper-V and RDS Cisco ASA Firewalls Security monitoring and governance Strategic Planning and Implementation HIPAA, CJIS, Regulatory Protected Data System Upgrades and Performance Analysis Linux (Ubuntu, Debian, CentOS, Fedora) Data Backup and Disaster Recovery Active Directory and Group Policy Project Coordination

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