

App Support Team lead/ Systems Administrator IV/ VP App Support Team lead/ Systems Administrator IV/ VP App Support Team lead/ Systems Administrator IV/ VP - City National Bank Cambria Heights, N.Y, 11411, US Experienced information technology professional with a demonstrated history of success working in the banking industry. Skilled in application support, systems engineering, and network administration with a strong interest in and customer service and leadership. Work Experience App Support Team lead/ Systems Administrator IV/ VP City National Bank April 2014 to Present Manage the overall operation, support, administration and documentation of a large collection of proprietary and off-the-shelf applications, application integrations, data transmissions and synchronizations Lead, supervise, and coach the Application Support Team to provide excellent customer service to the firm and to meet application SLAs Supervise the day-to-day operations of the Application Support Team and the processing of incidents and requests Coordinate team scheduling, coverage planning and work prioritization Manage the resolution, communication and escalation of critical incidents Work with the IS-Manager to establish, track and ensure compliance with key performance metrics for the team, inclusive of responsiveness/Service Level Agreements, Aging, productivity, and user Satisfaction reporting Report and review ticketing reports, KPIs and service metrics with the IS-Manager to identify performance patterns and help devise data driven remedies Use JIRA to manage the in-flight projects for the team, all the while ensuring deliverables are meeting quality and timing requirements in line with business excellence expectations Interface with other teams across the enterprise on collaborative tasks and projects Develop and improve team workflow processes to enhance service delivery and operational excellence Ensure team members comply with firm and IT policies and procedures Oversee incident escalations from other business departments Provide feedback and participate in team performance reviews while providing mentorship in order to optimize productivity and quality standards Contribute to HR processes relating to the Desktop team, including the recruitment, selection, and on-boarding processes for new hires Systems Administrator (III) AVP Asses the technology needs of the business units and provide solutions. Develop action plans for assigned projects/tasks with clearly defined deliverables, milestones and

deadlines, and set procedures to identify quality of results      Maintain organized and up-to-date technical documentation      Research and learn new technology relevant to IT department's operations      Set and troubleshoot NTFS- and share-level permissions.      Create and manage user and group accounts in Microsoft Active Directory.      Troubleshoot windows terminal services and/or Citrix XenApp connections.      Troubleshoot PPTP- and IPsec-based VPN connections.      Administer MS Exchange 2K+ user mailboxes and public folders      Troubleshoot and resolve Networking issues      Troubleshoot Microsoft exchange issues      Assist with the maintenance of the firm's data center colocation      Coordinate all network related work with Network Engineering, telephony, provisioning or any other group that are involved in IT infrastructure. Systems/ Network Administrator Rochdale Investment Management December 2012 to March 2014 level II)      Plan and execute IT projects such as upgrades, migrations, deployments      Maintain organized and up-to-date technical documentation store      Manage and support anti-spam, WAF, routers, ASAs, switches, and remote access appliances      Implement, manage and support windows servers, active directory, and exchange environments      Manage the backup and recovery of the firm's data      Manage the procurement, administration and support of the firm's mobile devices and MDM solution      Coordinate all network related work with Network Engineering, telephony, provisioning or any other group that are involved in IT infrastructure      Manage and support storage and virtualization platforms      Set and troubleshoot NTFS- and share-level permissions      Manage user and group accounts in Microsoft Active Directory      Work with colleagues to translate business needs into adequate solutions      Provide L2 and L3 support for escalated issues concerning technical infrastructure.      Troubleshoot windows terminal services and/or Citrix XenApp connections      Troubleshoot PPTP- and IPsec-based VPN connections      Administer MS Exchange user mailboxes and public folders      Perform break-fix support for PC and server issues when required      Provide end-user support for escalated issues Systems & Network Administrator Neteam Solutions (MSP) March 2010 to December 2012      Configure, deploy and repair Windows servers and desktops      Provide onsite & offsite infrastructure support to over 500 small to mid-sized clients on a daily basis      Implement, Administer and Support anti-spam, web-filtering, network perimeter defence appliances

and remote access solutions      Implement, Administer and Support storage and virtualization platforms      Provide L2 and L3 escalation support for Junior Administrators      Implement, Administer and Support Servers, Active Directory, Exchange, and handling all phases of migrations and upgrades      Design and implement large scale IT solutions as required by clients Education B.E. in Electrical Engineering City College Skills Active directory, Cisco, Dns, Exchange, Firewalls, Itil, Nas, Networking, Virtualization, Juniper, Lan/wan, Terminal server, Vmware, Json, Cisco asa, Disaster recovery, Avaya, Jira, Technical leadership, Mdm, System Administrator, System Admin

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