

Systems Administrator Systems Administrator Systems Administrator Corozal, PR Familiar with DOS, Linux, Windows and Microsoft Office, VMWare, RSA, Citrix, knowledge of Server/PC setup and installation, as well as peripherals, data entry and file updating. TCP/IP Ethernet Networking, DHCP and static IP addressing, Wireless Networking and network printers. Help Desk / end-user LAN/Hardware/Software support Experience training individuals in operations systems and applications, as well as collections and customer services. Work Experience Systems Administrator Reliable Auto - San Juan, PR 2015 to 2018 Help Desk / End-user-Dealers support for hardware, software and Windows operating systems Active Directory, Exchange, In house applications (Oracle 10g and 11g platform), RSA Token accounts support. Printserver management with Xerox, HP and Brother printers (with Oracle Reportserver) Citrix Systems Support (Password Manager, Presentation Servers, XenApp, Access Gateway Management, Licensing Server, NetScalers) VPN based mobile/remote computing solutions, PCAnywhere, DameWare, VNC, Terminal Services Image and prepared pc's and laptops for distribution to the end-users Provide Server, Network, PC/Workstation administration and support Avaya PBX and Modular Messaging Administration and telephone installations VMWare ESXi, HP 3PAR Data storage RIM BlackBerry Enterprise Server administration Mailing Vulnerability Remediation Mobility Device Management with Blackberry Enterprise server and Good Technology Systems Administrator Steel Services & Supplies Inc - Toa Baja, PR, US 2015 to 2015 Help Desk / End-user support for hardware, software, MS Office and Windows operating systems Active Directory, DNS, DHCP MS Printserver management with Ricoh and HP printers Novastor Server - Backups/Restores DameWare, TeamViewer, MSTSC, Logmein Image and prepared PC's and laptops for distribution to the end-users Provide Server, Network, PC/Workstation administration and support Biometrics clocks Mitel PBX Administration and telephone installations ASA Rebar administration Infrastructure security (IP Cameras and Alarm administration) Systems Administrator Municipio Autonomo de Vega Alta - Vega Alta, PR, US 2013 to 2015 Help Desk / End-user support for hardware, software, MS Office and Windows operating systems Active Directory, DNS, DHCP, MS Exchange 2010, AVG Business Edition MS Printserver management

with Ricoh (with network scanning) and HP printers      Backup Exec - Backups/Restores      VPN based mobile/remote computing solutions, DameWare, TeamViewer, MSTSC, Logmein      Image and prepared PC's and laptops for distribution to the end-users      Provide Server, Network, PC/Workstation administration and support      L-1 Identity Solution (Fingerprints and Access Codes)      Nortel CS1 PBX (VOIP) and Call Pilot Messaging Administration and telephone installations      VMWare ESX      Infrastructure security (IP Cameras and Alarm administration)      Systems Administrator Reliable Financial Services, INC - San Juan, PR 2005 to 2013      Help Desk / End-user-Dealers support for hardware, software and Windows operating systems      Active Directory, Exchange, In house applications (Oracle 10g and 11g platform), RSA Token accounts support.      Printserver management with Xerox, HP and Brother printers (with Oracle Reportserver)      Citrix Systems Support (Password Manager, Presentation Servers, XenApp, Access Gateway Management, Licensing Server, NetScalers)      VPN based mobile/remote computing solutions, PCAnywhere, DameWare, VNC, Terminal Services      Image and prepared pc's and laptops for distribution to the end-users      Provide Server, Network, PC/Workstation administration and support      Avaya PBX and Modular Messaging Administration and telephone installations      VMWare ESX and ESXi, HP Data storage      RIM BlackBerry Enterprise Server administration      Mailing Mortgageware administration (Citrix platform)      IT Support Specialist Pfizer Global Manufacturing - Vega Baja, PR 2002 to 2005      Provided complete Help Desk / End-user support for all office locations in Puerto Rico      Provide support to all versions of Windows and MS Office troubleshooting.      AS/400 Security Management      CITRIX and VPN based mobile/remote computing solutions, PCAnywhere, DameWare      Validation of PC Systems and network Printers.      Network Systems Administrator Mediacom, INC - Santurce, PR 2002 to 2002      Windows NT and W2K servers maintenance and configuration, LAN cabling installation and switch configuration, Laptop and Desktop Hardware/Software support and Users Training.      Education Associate Degree in Information Systems Technological Institute of Puerto Rico 1998 to 2001      Systems Information Avaya University - Miami, FL      Skills Technical Support, Active Directory, Networking, Windows, Security, Vmware, Customer Service, Windows 7      Certifications/Licenses      A valid IT Specialist

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