Systems Administrator

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IT professional coordinating processes, technology, & teams to execute and transform business operations

Omaha, NE

Forward focused professional with success coordinating strategic vision to optimize and improve business operations. Dynamic communicator able to interface with key stakeholders and adjust to shifting priorities. Effective and agile project coordinator adept at bridging the gap between technical and business teams. Skilled in seamless troubleshooting of issues to allow for minimal disruption in business productivity. Turn-key relationship builder.

Authorized to work in the US for any employer

Work Experience

Systems Administrator

Fireplace Stone & Patio - Omaha, NE

March 2019 to Present

Providing system administration of local and enterprise-wide infrastructure systems   Providing problem resolution of systems   Management of Azure & O365 migration   Monitoring and problem resolution; day-to-day maintenance   Microsoft Products: SQL Server, Office Products/Office 365, Active Directory, SharePoint   Windows Server administration and maintenance   Management of Microsoft Exchange Server   Management and maintenance of on-prem AD and Azure AD   Wireless and Mobile Technology configuration, administration, and maintenance   TCP/IP, DNS, DHCP, LDAP, and SMTP   Implementation & administration/support of Windows systems running on Azure   Analysis of existing technology solutions to ensure system stability, reliability and predictability   Analysis of new technology opportunities and solutions   Evaluation and definement of specifications to be used within our environment   Development of technology standards   Review of system logs and reports; corrective actions to resolve anomalies   Configuration, optimization, and resoure management   Configuration of File/Folder permissions   Application & OS Security, including virus management and patching   Other duties as needed

IT Analyst

Interpublic Group

Interpublic Group - Omaha, NE

September 2016 to March 2019

Troubleshoots issues by applying established techniques, procedures and specific standards as determined by the End User Engineering Services team. Updates the ticket tracking system with status, corrective actions, &/or escalation.   Designated Executive Support for upper level customers, due to strong interpersonal skills & heavy focus on client relations.   Installs software and/or hardware peripherals, applies security patches & anti-virus updates.   Manage all IT Assets as the Corporate SOX Coordinator for

Nebraska, Minnesota, & California.   Analyzes data for quarterly & annual audits. Remediates any findings prior to audits.   Remediates any corporate security incidents'. This includes, but is not limited to troubleshooting virus alerts, compromised applications, account lockouts, & any other detected threats.   Provides user administration (adds, changes, deletes, disk space management, backups, & file restores) until some or all of these functions migrate to the helpdesk.   Participation in new and existing infrastructure deployments and co-ordination of projects with IPG IT End User Engineering Services, Core Services, & Global Networking teams to provide site designs according to documented standards.   Prepares documentation & checklists to ensure a high quality of service thus maximizing efficiency & consistency.   Expected to work closely across all GIS, IPG, & GSS disciplines for problem resolution.   After-hours/emergency support requests as needed. IT Enterprise Service Specialist Interpublic Group Interpublic Group - Omaha, NE May 2016 to September 2016 Provided technical support, troubleshooting, & escalations as needed to Corporate and Agency employees for workstations, desk phones, single sign-on applications, enterprise applications, peripheral devices, network issues, Active Directory, enterprise messaging, Active Directory, mobile devices, & infrastructure support.   Worked closely with IPG IT leadership and local IT support teams to provide high quality support, timely resolutions, and excellent customer service. Chief Information Security Office- Project Coordinator Interpublic Group Interpublic Group - Omaha, NE October 2015 to May 2016   Assisted in developing, maintaining, and communicating IT related Standards, Policies and Procedures (SP&Ps)   Ensured regulatory compliance (e.g. PCI-DSS, IT SOX).   Assisted in managing the information security program, which includes cybersecurity, identity and access management and   security architecture.   Assisted in managing the enterprise IT SOX compliance program.   Assisted in developing and monitoring compliance of information security controls.   Assisted with oversight of the Security Incident Response Team.   Assisting with security and privacy related investigations.   Assisted with performing the information security component of the annual enterprise wide risk assessment.   Assisted with instituting and communicating IT strategy via the Information Security Steering Committee.   Helped develop a mandatory security awareness-training program.   Coordinated and addressed IT compliance

requests (MSAs and security questionnaires for RFPs, client audits, IT vendor reviews) Trained Corporate IT staff on all IT controls (SOX, Infrastructure and Information Security).

Education Master of Science in Computer Information Systems - Database Concentration Bellevue University - Bellevue, NE September 2015 to June 2018 Bachelor of Arts Bellevue University - Bellevue, NE June 2012 Skills Governance, Active Directory, SQL (3 years), Management (2 years), Data Analysis (3 years), Project Management (2 years), Asset Management, SOX, security Links https://www.linkedin.com/in/hananorval/ Assessments Technical Support Skills Highly Proficient January 2019 Measures a candidate's ability to apply protocols to identify errors and solutions in order to maintain system function. Full results: https://share.indeedassessments.com/share_assignment/ijftheow4tionwyl Problem Solving Highly Proficient January 2019 Measures a candidate's ability to analyze relevant information when solving problems. Full results: https://share.indeedassessments.com/share_assignment/2vjqx8grnn4nof5j Critical Thinking Skills Highly Proficient January 2019 Measures a candidate s ability to use logical approaches when solving problems. Full results: https://share.indeedassessments.com/share_assignment/lpxze9ab8ajzgkg2 Email Skills Highly Proficient January 2019 Measures a candidate s ability to effectively compose and organize email messages. Full results: https://share.indeedassessments.com/share_assignment/tglks4xbvuljxk5 Basic Computer Skills Highly Proficient January 2019 Measures a candidate's ability to perform basic computer operations, navigate a Windows OS, and troubleshoot common computer problems. Full results: https://share.indeedassessments.com/share_assignment/0xmtkv-mzpuykmar Research Skills Highly Proficient January 2019 Measures a candidate s ability to follow protocols, interpret statistics and graphs, identify errors, and choose research methodology. Full results: https://share.indeedassessments.com/share_assignment/j-aey64lo0v9knf8 Management & Leadership Skills: Impact & Influence Highly Proficient January 2019 Measures a candidate's ability to adapt their leadership style to accomplish goals using rational or emotional appeal. Full results: https://share.indeedassessments.com/share_assignment/ans9i-b0hz2zazjy Business Math Skills Expert January 2019 Measures a candidate's ability to use basic math to solve problems in a

business context. Full results: https://share.indeedassessments.com/share_assignment/x9dn3x1d3jjtloqa CRM Skills with Salesforce   Highly Proficient January 2019 Measures a candidate's ability to demonstrate a knowledge of Salesforce objects, fields, and processes. Full results: https://share.indeedassessments.com/share_assignment/3x-jvpzz3wkmhryi Project Management Skills: Time Management   Expert January 2019 Measures a candidate's ability to prioritize and allocate time to effectively achieve project deliverables. Full results: https://share.indeedassessments.com/share_assignment/amliiy7ie-z6opva Project Management Skills: Budgeting   Expert January 2019 Measures a candidate's ability to manage project budgets by appropriately allocating and monitoring financial resources. Full results: https://share.indeedassessments.com/share_assignment/xobgvmimmvckbbvj Memorization & Recall Skills   Highly Proficient January 2019 Measures a candidate's ability to commit product or merchandize information to memory and recall at a later time. Full results: https://share.indeedassessments.com/share_assignment/xmwegpyetm-xouuk Nursing Skills: Clinical Judgment   Highly Proficient January 2019 Measures a candidate s ability to assess a patient's condition and implement the appropriate medical intervention. Full results: https://share.indeedassessments.com/share_assignment/ks1vsdl56ifwlwbl Proficiency with Microsoft Office: Mail & Calendar (Mac)   Highly Proficient January 2019 Measures a candidate s proficiency in using Microsoft Office Mail and Calendar tools to manage their workload. Full results: https://share.indeedassessments.com/share_assignment/zlerr1flukcx-qgu Verbal Communication Highly Proficient January 2019 Measures a candidate's ability to effectively convey information when speaking. Full results: https://share.indeedassessments.com/share_assignment/1bpbiax7grqokpb English Communication Skills: Typing   Highly Proficient January 2019 Measures a candidate s ability to effectively transcribe text using a standard keyboard. Full results: https://share.indeedassessments.com/share_assignment/o69tcguskzp3pexn Organizational Skills Expert January 2019 Measures a candidate's ability to arrange and manage files or records using a set of rules. Full results:

https://share.indeedassessments.com/share_assignment/hnuj5xm7zn7m7tf5 Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field. Additional Information Skills   Management (2 years)   Training & Development (4 years)   IT Project Management (2 years)   Database Management (2 years)   Data Analysis (2 years)   Active Directory Administration (3 years)   SQL Server (3 years)   SSIS (1 year) IT Asset Management (2 years)   Information Security (2 years)   Cloud Computing (2 years) Sarbanes Oxley Act (3 years)   Policy Development (1 year)   Microsoft Exchange Server (3 years) Microsoft Exchange Admin Center (3 years)   Windows 7 (3 years)   Windows 10 (2 year) Executive Support (5 years)   IT Auditing (2 years)   Internal Controls (2 years)   Regulatory Compliance (1 year), LanDesk (2 years) Citrix (2 years) Customer Service (10+ years) Desktop Support (2 years)   Enterprise Software (3 years)   ERP s & Use Cases (2 years)   Remedy (3 years)

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