

Systems Administrator Systems Administrator Systems Administrator - Lisec America Spring Lake Park, MN Work Experience Systems Administrator Lisec America December 2006 to Present Design, configuration, and implementation of disaster recovery site and plans. Create, manage, and negotiate relationships with vendors and service suppliers. Hardware/software support for remote users, office servers, desktop and laptop computers. Including connectivity, application, operating system, and hardware issues. Active Directory and Group Policy administration. LAN/WAN Network administration with responsibility for connectivity. Purchasing and record keeping for, hardware, software, and related licensing. Consultant Lisec America September 2006 to December 2006 See above. Level 2 Analyst CDI Business Solutions March 2005 to September 2006 Ameriprise Contract) CDI Business Solutions Provides Level 2 technical desktop support for Ameriprise Financial Advisors. This support includes Identification, research, and resolution of technical problems and recurring issues related to PC desktops and Ameriprise proprietary software. Performing incident/problem management via incoming live calls and scheduled calls Hardware/software support for remote users, office servers, desktop and laptop computers. Including connectivity, application, operating system, and hardware issues. Subject Matter Expert for Client Data System application. Developed and updated accurate technical/procedural documentation and knowledge base data to be used by support personnel. Consultant (US Allianz Contract) ITR Group May 2004 to February 2005 Facilitate and supervise Windows XP upgrade for both internal and external employees. Identify, troubleshoot, and resolve issues arising from upgrades. Troubleshoot and resolve VPN connectivity issues with remote users. Collect and catalog listing of software packages used by user and department. Prepare, submit, and track requests for software and hardware for new and existing employees. Prepare, submit, and track requests for changes to LAN access, e-mail distribution lists, and v-mail groups for new and existing employees. Com Analyst Best Buy October 2003 to April 2004 Contract) ITR Group Facilitate and supervise communication between support teams on varying severity issues. Monitor, track and assist on-call personnel in resolving of severity 1 and 2 issues Compile and publish daily statistics and daily activities reports. Create, review and update existing support documentation. Continual

systematic and ad hoc monitoring/investigation of: ? Website availability rates ? Front-end functionality ? Back-end functionality ? Website functionality ? Vendor performance

System/Network Administrator UNCO Data Systems 2000 to 2001 SCO UNIX and Windows NT/2000 System administration, including user account creation and management. LAN/WAN Network administration with responsibility for connectivity. Conversion of NT domain from NT4 to 2000 with Active Directory. Hardware/software support for store servers, office servers, and desktop computers. Preparation and installation of store servers, desktop computers, and in-store hardware. Solve everyday problems encountered concerning SCO UNIX, Windows 9x/NT/2000, LAN/WAN, TCP/IP, and Microsoft Office products. Responsible for daily and quarterly corporate backups. Implementation of Microsoft Proxy along with internet usage reporting. Implementation and administration of VPN and RAS. Reorganization of file shares to a three-tier system of varying user permissions. Maintenance and administration of MS Mail system and user accounts.

Level 2 Analyst Tires Plus Corporate Office 1998 to 2000 Sun Solaris and SCO UNIX System administration. LAN/ WAN Network administration with responsibility for connectivity, Ethernet and frame relay maintenance; also responsible for configuring of Cisco routers. Created intranet web pages using HTML and JavaScript. Built and configured company IIS intranet server. Hardware/software support for store servers, office servers, and desktop computers. Preparation and installation of store servers, desktop computers, and in-store hardware. Solve everyday problems encountered concerning Sun Solaris UNIX, SCO UNIX, PROGRESS, LAN/WAN, TCP/IP, Cisco routers and Citrix WinFrame issues. Creation and maintenance of how to documentation. Training and mentoring of new helpdesk staff. Correct end of day issues and reconciliation of the day's business for the corporate stores. Create end of day, backup error reports, and threshold monitoring reports. Completed Y2K testing in stores and corporate office.

Education GED in industrial technology Edison High School - Minneapolis, MN 1990 to 1993 Skills Active Directory (10+ years), System Admin (10+ years), Vmware (8 years), System Administrator (10+ years), LAN (10+ years), WAN (10+ years), Windows Server (10+ years), Windows (10+ years), Firewalls (10+ years), SAN (4 years), Microsoft Office (10+ years)

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