

Systems Administrator/ Database Application Manager Systems Administrator/Database Application Manager Systems Administrator/ Database Application Manager - CACI Inc Peyton, CO Remote/Virtual Systems Administration / Help Desk Technical Support / Customer Improvement and Satisfaction Services / Vendor Management / Software and Hardware Troubleshooting / Enterprise Networking / Process Improvement / SQL and Oracle Operations / Database Administration As a highly skilled and forward-thinking leader with a background in being a Help Desk Specialist and System Administrator, I possess a wide range of knowledge and experience that will allow me to contribute toward the success of your company. During my time in various roles, I have become adept in overseeing and/or practicing a wide variety of responsibilities. I have trained, practiced and implemented skills in: Help Desk Technical Support and Customer Satisfaction Hardware and Software Troubleshooting, including server closet maintenance Networking and Communications Cloud Infrastructure and Administration Security Hardening for Desktops, Laptops, Cloud Based Thin Clients Project Management / New Program Implementation Database Administration, SQL Querying Windows Command Line, Linux Terminal Experienced with: Microsoft OS Configuration and GPO's, MS Office Suite, Active Directory and Domain Administration, SharePoint, VMware, Various Antivirus and Malware Software, Security Monitoring and AAA Solutions such as: RSA Security, Deep Trend, and Splunk. I believe these additional talents make me a very well-rounded individual who would make a significant contribution to your organization. My proven dedication to optimizing customer success and service, along with my expertise in many areas of this position, will contribute immensely to the success of your team. Thank you for your consideration, and I look forward to speaking with you soon.

Work Experience Systems Administrator/ Database Application Manager CACI Inc - Colorado Springs, CO September 2018 to Present Troubleshooting hardware and software on servers, laptops, and desktops, proficient with Windows and Linux Supporting a full server closet (two networks, 50+ users) installation project: software and hardware procurement, switch and router configurations and security hardening Configure and troubleshoot a wide array of hardware/software systems that support various Air Force ground antenna installations that control over a dozen GPS satellites Supported users with access and operation of database,

inventory and communication systems such as: Oracle, PL/SQL, GOLDesp, MS Domain and RSA login, troubleshooting data and telephone drops    Operated Bartender/related printer services such as RFID, IUID, and VLM local/remote management    Extensively documented preventative maintenance and sustainment processes and recurring responsibilities    Have acquired Secret Clearance, access to DOD systems: GEX, DDN, and IUID    Consolidated media and documentation for mission systems Enterprise Systems Administrator/ Help Desk Specialist Indianapolis, IN March 2018 to September 2018    Remote systems and database administration plus user technical support    Windows Server 2008/2012/2016, Windows XP/7/10, SQL, IPcalc, Ivanti Ticketing Software    Troubleshooting various hardware systems responsible for transactions, communications, customer experience tracking, and online ordering    Communicated via phone and email to enhance customer experience    Quickly identified issues and performed efficient troubleshooting    Maintained hundreds of separate databases in congruence to corporate regulations    Ability to multitask a variety of server diagnostic tools to achieve the right solution quickly    De-escalation of inbound calls, prompt follow up service to complex problems Data Analyst / Information Systems Consultant Theresa D. Props - Indianapolis, IN 2016 to 2018    Worked with stakeholders and users to determine Information System needs and developed better methods for work flows and communication between employees    Streamlined system hardware and software configurations, including SSO and cloud solutions    Created and executed custom SQL scripts that corresponded with client demands for automate reporting    Transitioned entire company to deploy Office365 and SharePoint for strategic collaboration    Monitored the process of switching to ERP software during expansion    Helped to align corporate documents to support and protect new software/hardware configurations Owner / CEO GPS - Indianapolis, IN 2010 to 2016    Independently created Trash Valet Service for upscale apartments    Maintained positive and dynamic customer service experience through prompt communication and solutions to mitigate complaints from facility staff and tenants    Generated interest with new contacts through outside sales, presentations, and trade shows    Utilized small scale BI software solutions to help improve our daily processes    Uploaded all client information into a CRM where I created ad hoc reports for lead management    Devised a

system within the CRM to track inbound calls per client    Created and designed all company SOP's in conjunction to company long term goals    Developed and implemented training program for employees    Education Bachelor's in Management of Information Systems and Data Analytics Colorado State University-Global Campus - Denver, CO March 2015 to March 2018    Skills Microsoft Office (5 years), Cyber Security (5 years), Database Administration (2 years), Help Desk Tech Support (3 years), Networking (3 years), Hardware Maintenance (3 years), Software Configuration (5 years)    Certifications/Licenses CompTIA Security+ June 2019 to July 2019 In Progress.

Name: Douglas Reilly

Email: denise04@example.com

Phone: 001-290-423-5163x891