

Systems Administrator (Lead) Systems Administrator (Lead) IT Manager Kyle, TX Work Experience

Systems Administrator (Lead) NBU - New Braunfels, TX February 2019 to Present Primary source for technical support, system design, configuration and administration of Active Directory, Office 365, VMware, VPN, WAP for all NBU employees (+500). Research and recommend innovative solutions for server hardware/software and virtual technology.

1. Install, configure, optimize and manage VMware virtualization environment (vSphere, ESXi)
2. Diagnose and troubleshoot problems with virtual environment (Windows 2012/2016, Linux).
3. Perform workload migrations using VMware native features (Vmotion). Setup and administer SAN storage solutions (Dell Compellent).
4. Develops and maintains IT procedures for software/hardware acquisitions, licensing, disaster recovery and change management.
5. Manage all upgrade projects, providing status updates to all stakeholders.
6. Manage and support corporate e-mail system (MS Exchange 2013).

Senior Systems Administrator DCS - Accenture - Austin, TX November 2018 to February 2019 Evaluated, configured and tested new systems in lab and production environments. Documented and maintained all IT procedures. Built and configured Windows Server 2012/2016 configurations to customer specifications in AWS and Azure environments. Deployed, upgraded and managed new virtual servers and storage arrays in VMware environment. Administered Active Directory (user accounts, computer accounts, security and distribution groups, group policies, password resets). Set up and maintained FIM user accounts for web portal access. Managed IIS configuration. Created and maintained self-signed certificates.

Systems Engineer Tech Zone - Austin, TX November 2017 to August 2018 Assessed existing infrastructure, recommended and delivered technical services to SMB clients. Provided escalation support for other members of small technical team; worked with management to mentor and optimize effectiveness of support team. Set up, configured, and upgraded Windows Server 2008/2012/2016 (virtual and physical). Managed Active Directory user/computer accounts and group policies. Administered, managed and supported Office 365. Installed and supported firewall/routers (Cisco Meraki). Configured rules, NATs, VLANs, VPNs (site-to-site).

Systems Administrator Kennedy Wilson - Austin, TX October 2013 to September 2017 Provided network, server and desktop support for 120 + users. Developed

IT Standard Operating Procedures for onboarding/off boarding users, IT purchase requests and provisioning/implementing new IT equipment. Managed and supported Windows 7/8/10, MS Server 2008R2, 2012R2, Exchange, VMware, Cisco/Avaya switches, routers and wireless AP's. Setup and maintained Active Directory user and computer accounts. Office 365 conversion project manager for all southwest region users. Project manager for 10 office moves. Responsible for designing schedules, assessing risks, recruiting and monitoring team members and sub-contractors, budgeting and tracking progress. Completed all moves on time and at least 10% under budget. Leveraged application deployment and patch management using SCCM. Senior Desktop Engineer SecureNet, LLC - Austin, TX July 2012 to October 2013 Provided system and network support for 100 + users by responding to all helpdesk requests. Procured and configured all new computer systems. Supervised one full-time employee. Monitored employee's work performance per company guidelines; utilized Salesforce to assess trends based on customer calls, issues and queries. Installed and configured WDS server (Windows Server 2008 R2, Windows PE 3.0). Created company-standard image(s) for desktop and server. Coordinated and conducted interviews for all new NOC technicians. Leveraged SCCM for patch management and software distribution. Network Specialist V - Lead Technician Texas Department of Rural Affairs - Austin, TX January 2009 to June 2012 Established and documented new IT policies. Evaluated network equipment, management tools, personal computer hardware and software needs and made recommendations on acquisitions and configurations. Managed network security, system and user accounts in an Active Directory environment (MS Windows 2003/2008 Server) for 50 + users. Managed Symantec Backup Exec system and policies. Planned and set up 3 new remote offices; managed telecommunication and data SLA's. IT Manager PTV Datasource - San Marcos, TX October 2007 to December 2008 Held comprehensive responsibilities to configure and administer network infrastructure for 150+ Windows workstations across two data centers that supported 120 employees. Managed all Active Directory accounts. Supervised one direct report in all daily operations, system maintenance and general troubleshooting techniques. Trained and motivated employee to meet or exceed customer service expectations. Successfully migrated Linux e-mail

system (SendMail) to MS Exchange 2003. Set up and configured anti-spam/malware solution (SpamTitan). Education Bachelor of Arts in Computer Systems Management in Computer Systems Management St. Edward's University - Austin, TX

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