Network Administrator Network Administrator Network Administrator - C.S.McCrossan Maple Grove, MN Work Experience Network Administrator C.S.McCrossan January 2019 to Present   Responsible for day to day network and server administration   Responsible for all I.T Infrastructure systems   Recently completed projects include a migration from vmware to red hat virtualization (including configuring a new SAN, replacing watchguard firewalls with meraki and pfsense and configuring a site to site vpn with a remote office in Arizona   Network security administration (Vulnerability assessments using Nessus, daily monitoring (Nagios) and responding to incidents) Systems Analyst Minneapolis Star Tribune September 2017 to January 2019   Administer and deploy Symantec Antivirus to workstations   Respond to request for malware scans on workstations   Deploy Monthly workstation and server patches   Deploy new workstations using SCCM, and JAMF   Maintain JAMF, SCCM, BMC and Symantec Antivirus server Systems Administrator DJM Marketing Solutions December 2015 to September 2017   Participate in the daily administration and support of the company's Windows and Linux systems (Server 2012-AD, DNS, DHCP, Exchange 2010, Office 365 Administration)   Administer and support the company's enterprise backup and restore systems (Veem), the PBX phone system (3CX, Vicidial), and Windows Desktops   Monitor and act on alerts from information data security systems (Nagios, Barracuda)   Deploy and monitor applications using PDQ deploy and MDT   Participate in the maintenance and support of servers (patching, upgrades, etc.)   Participate in the implementation, administration, and support of our in-house software deployment to clients   Monitoring and administration of databases (MySQL)   Network administration.   Security Administration for PCI compliance. Computer Network Support Technician Hardrives, Inc June 2015 to December 2015 Seasonal-Construction company)   Diagnose desktop, application, networking and infrastructure issues   Troubleshoot PCs, laptops and mobile devices   Provide 1st/2nd line support to users via phone and in person   Administer the IT department's policies and procedures   Install and support desktops, mobile devices and telecommunication equipment.   Maintain a log of all problems detected in web helpdesk system   Schedule, manage, and monitor daily system backups using Symantec backup software   Work closely with software suppliers to resolve operational issues   Support Windows XP/Vista/Windows 7/ Office 2007, 2013,

Windows Server 2012, 2008, Active Directory management Exchange 2007, 2013 /Windows Mobile, Backup products, Anti-Virus products, DNS/DHCP, TCP/IP, Ethernet, wireless router and Firewall Configurations.   Monitor traffic between three remote sites and provide support as needed. Configure and support IOS - both mobile and desktops Tech Support Analyst Concordia College January 2012 to May 2014   Provide helpdesk support and resolve problems to the end user's satisfaction (Windows 7, XP, and IOS)   Monitor and respond quickly and effectively to requests received through the IT helpdesk   Answer incoming calls and troubleshoot issues via the phone Monitor service desk for tickets assigned to the queue and process first-in first-out based on priority   Modify configurations, utilities, software default settings, etc. for the local workstation   Utilize and maintain the helpdesk tracking software (Track-IT)   Document internal procedures and assist with onboarding of new users   Install, test and configure new workstations, peripheral equipment and software   Maintain inventory of all equipment, software and software licenses (Via Track IT software)   Manage PC setup and deployment for new employees   Assign users and computers to proper groups in Active Directory   Perform timely workstation hardware and software upgrades as required   Provide mobile device support (email setups, wireless connection, specific software installs)   Provide support for google drive users (was pioneer Intern for the program)   Support iOS mobile devices. Education Bachelor of Arts in Economics, MIS CONCORDIA COLLEGE - Moorhead, MN May 2014 Certifications/Licenses CISSP (Certified Information Systems Professional) CCNP CCNA Cyber Operations CCNA Security Additional Information Experience with Patch Management, Cisco Routers and Switches Configuration, Microsoft Server 2008-2012, (DNS, DHCP, AD), Exchange 2010, Office 365, Google G-Suite. Symantec Exec Backup, Track- IT, ZenDesk ticketing systems, MySQL, Python, shell scripting, vMware ESXi, vCenter, NSX, PDQ Deploy, JAMF and SCCM.

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