

Systems Administrator Systems Administrator Systems Administrator - Ernest Health Albuquerque, NM Authorized to work in the US for any employer Work Experience Systems Administrator Petroglyph Pathology Services - Rio Rancho, NM February 2019 to Present I am the entire IT department for the pathology lab. Systems administration, Network administration, Help Desk, Printer Administration and Applications Administration supporting the laboratory information system.

Systems Administrator Ernest Health - Albuquerque, NM November 2015 to February 2019 Promoted to Systems Administrator role as part of a 4-person Systems team supporting 4500 users, troubleshooting and maintaining Cisco UCS and Dell PowerEdge server infrastructure. Supporting, maintaining and configuring over 400 virtual machines and 100 physical servers across 48 contiguous United States in 28 facilities and two datacenters (ABQ and DFW). Achievement Highlights: Solutions: Created a deployment kit using 2 Hyper-V servers for acquisitions and new builds. Configured complete server replication over the WAN for fast recovery. Security and Project Management: Tested all the best Gartner Magic Quadrant Next Generation AV products and stood up CrowdStrike Falcon in a POC for future implementation. Built a test environment to show value to CIO/C-Level decision makers. Troubleshooting: Corrected many issues by using best practices in system log analysis, backups/snapshots, user account/permissions management and systems/software auditing.

Customer Support Specialist/Help Desk Ernest Health - Albuquerque, NM 2010 to 2015 IT Operations Technician/Help Desk Summit Electric Supply - Albuquerque, NM 2008 to 2010 Software Instructor New Horizons Computer Learning Centers - Albuquerque, NM 2007 to 2008 Technology Sales Specialist Office Depot - Albuquerque, NM 2005 to 2007 Education BS in Business Administration New Mexico State University - Las Cruces, NM 2006 Skills CUSTOMER SUPPORT (5 years), SECURITY (5 years), SCRIPTING, SERVER ADMINISTRATION, SYSTEMS ADMINISTRATION Certifications/Licenses CompTIA A+ Present CompTIA Network+ Present HDI Support Center Analyst Present HDI Support Center Analyst (HDISCA) training focuses on support center strategies for effective customer service, emphasizing problem-solving and trouble-shooting skills, contact handling procedures, incident management, communication skills, and an introduction to service management process. Additional Information

Expertise      Systems Administration      System Security, Backup and Recovery      Server  
Administration and Repair      Mixed-Platform Environments      Strong Customer Support Skill  
Deployments      Programming and Scripting using PowerShell      Workstation  
Installation/Configuration      Open-Source Tools      User Training and Support      Documentation

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