

Windows Systems Engineer Windows Systems Engineer Windows Systems Engineer Ypsilanti, MI

Work Experience Windows Systems Engineer Forest Health Services - Ypsilanti, MI April 2004 to July 2019

- \* Provide top-level support for Windows 2012 Active Directory.
- \* Provide top-level support for all enterprise WAN/LAN routers and switches.
- \* Create and manage Microsoft Group Policy objects.
- \* Maintain the stability and functionality of Office365 email.
- \* Manage enterprise backup and restore functionality using NetBackup 6.5 and Unitrends.
- \* Provide design, implementation and support of Terminal Server farm that serves Healthland EHR & corporate based applications.
- \* Administer rights and privileges of all users in multiple Windows domains.
- \* Maintain corporate VPN network using PulseSecure PSA-3000 appliance.
- \* Manage McAfee ePO antivirus server application and VirusScan Enterprise clients.
- \* Create corporate images for new computers using Acronis Snap Deploy.
- \* Monitor and manage Win-Pak Pro security application for badges and door entry.
- \* Monitor and manage Keri Systems security application for badges and door entry at remote hospital location.
- \* Support and maintain enterprise alert monitoring application using WhatsUp Gold.
- \* Maintain Microsoft WSUS patch application, pushing out updates to clients as needed.
- \* Write and maintain PowerShell scripts for use with Office365 email.
- \* Maintain up to date corporate policies and procedures related to IT.

Network Engineer Ford Motor Company - Auburn Hills, MI January 2002 to April 2004

- \* Monitor Global Incident Reporting System (GIRS) ticket queue and route problem tickets accordingly.
- \* Provide lead technical support for Fast financial system.
- \* Maintain NT4 and Windows 2000 web sites utilizing IIS 4 and 5.
- \* Support HIS2000 COM+ applications.
- \* Worked on NT4 to Windows 2000 migration.
- \* Support Plumtree application for company portal.
- \* Support Oracle and Crystal Reports applications.
- \* Support company eRoom environment.

Technical Consultant Ford Motor Company - Ann Arbor, MI October 2001 to December 2001

- \* Monitored Global Incident Reporting System (GIRS) ticket queue and routed problem tickets accordingly.
- \* Maintained current web functionality by rolling websites from development to QA or QA to production environments upon request.
- \* Provided support for IIS 4 and 5 web servers.

Network Administrator Ford Motor Company - Ann Arbor, MI December 2000 to October 2001

- \* Managed Windows 2000/NT LAN/WAN network environment.
- \* Managed IP

address pool using Lucent QIP. \* Provided technical support for software and hardware problems.

\* Maintained Veritas tape backup and recovery software. \* Administered Nortel Option 11c phone switch using Meridian Access Terminal software (MAT). \* Controlled Exchange Server 5.5 email server, mailboxes and resources. \* Provided support for IIS 5 web server and related components.

\* Cloned computers using StorageSoft software. NT Network Administrator American Property Management, Inc - Bellevue, WA August 1999 to July 2000 Managed Citrix WinFrame LAN/WAN network environment. Provided technical support for software and hardware problems.

Maintained Novell 3.12 and NetWare 5 tape backup and recovery software. Composed detailed documentation containing procedures for daily network administration duties. Developed proposal for WinFrame to MetaFrame upgrade. Network Administrator WOSCA Transportation Services, Inc - Seattle, WA July 1998 to July 1999 Managed Windows NT Server LAN network environment.

Implemented and administered server tape backup and recovery. Initiated, installed and trained users on Outlook email software at headquarter site. Managed PaperWise document imaging software and hardware. Provided technical support for software and hardware problems.

Responsible for evaluating and purchasing server and PC software and hardware. Technical Support Specialist Jacobson Stores, Inc - Jackson, MI September 1993 to June 1998 Provided 24-hour on-call technical support for LAN/WAN computer network and Point of Sale system.

Installed Cisco routers in twenty-four store locations. Effectively troubleshooted Cisco router problems. Conducted the installation and configuration of Windows NT 4.0 servers. Managed company-wide email accounts on Exchange 5.5 server. Installed, managed and troubleshooted hubs and switches at headquarter site and remote sites. Responsible for providing technical support for UNIX servers at headquarter and remote sites. Computer Operator Jacobson Stores, Inc - Jackson, MI August 1987 to August 1989 Performed daily outlined tasks on NCR mainframe.

Provided telephone technical support on Point of Sale system. Conducted preventative maintenance on computer equipment. Supervised Point of Sale WAN equipment. Education Bachelor of Science in Business in Marketing Ferris State University - Big Rapids, MI Skills Exchange, Outlook, Outlook 2000, Windows 10, Windows 2000, Windows 7, Windows 98, Windows

xp, Active directory, Cisco, Citrix, Dhcp, Metaframe, Network cabling, Tcp, Tcp/ip, Terminal services, Vpn, Wins, Dns, System Administrator, Powershell Additional Information COMPUTER EXPERIENCE Windows 2012 Active Directory, Windows Server 2000, 2003, 2008, 2012, 2016, Exchange 5.5 & 2000, Citrix Metaframe XPe, Terminal Services/Remote Desktop, Windows 10, Windows 7, Windows XP, Windows 2000 Professional, NT 4.0, Windows 98 & 95, IIS 4, 5 & 6, Office 365 Admin, Outlook 2000, 2002 and 2003, 2007, 2013, 2016, Acronis, RIS, WDS, WSUS, DNS, DHCP, WINS, TCP/IP, Symantec NetBackup Enterprise, Cisco routers & switches, hubs, network cabling, Barracuda SPAM appliance, Fortinet firewalls, Dell SonicWall firewalls, PulseSecure VPN appliance, McAfee antivirus products.

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