

System Administrator System Administrator System Administrator - King Health System Baltimore, MD Work Experience System Administrator King Health System - Baltimore, MD April 2018 to Present Support LANs, WANs, network segments, Internet, and intranet systems. Maintain system efficiency. Ensure design of system allows all components to work properly together. Troubleshoot problems reported by users. Make recommendations for future upgrades. Analyze and isolate issues. Evaluate and modify system's performance. Identify user needs. Maintain integrity of the network, server deployment, and security. Ensure network connectivity throughout a company's LAN/WAN infrastructure is on par with technical considerations. Design and deploy networks. Perform network address assignment. Maintain network facilities in individual machines, such as drivers and settings of personal computers as well as printers. Security Analyst Dnet Security - Washington, DC August 2017 to March 2018 Monitor the organization's networks for security breaches and investigate violation when one occurs Recommend security enhancements to management or senior IT staff Monitor use of data files and regulate access to safeguard information in computer files Help plan and document security breaches remediation procedures Develop security standards and best practices for their organization Review violations of system security procedures and discuss procedures with violators to ensure violations are not repeated Research the latest information technology (IT) security trends Train employees to install and learn about new security products and procedures Train users and promote security awareness to ensure system security and to improve server and network efficiency

Develop plans to safeguard system files against accidental or unauthorized modification, destruction, or disclosure and to meet emergency data processing needs Graduate Administrative Assistant Troy University - Troy, AL 2016 to May 2017 Assisted computer lab users with operation of hardware and Microsoft Office and other various software Answered questions and resolve lab users inquiries in a polite and professional manner Maintained an environment conducive to students' use of lab for timely completion of academic assignments Network Engineer SimbaNET July 2014 to January 2015 Researched, troubleshoots and resolves network problems Performed network maintenance and system upgrades Established networking environment by designing

system configuration, directing system installation, defining, documenting, and enforcing system standards

Maximized network performance by monitoring performance, troubleshooting network problems and outages, scheduling upgrades and collaborating with network architects on network optimization.

Secured network system by establishing and enforcing policies; defining and monitoring access.

Updated job knowledge by participating in educational opportunities, reading professional publications, maintaining personal networks and as active members of relevant professional organizations

Accomplished information systems and organization mission by completing related results as needed

Reported network operational status by gathering, prioritizing information for projects management

Technical Support SimbaNET January 2012 to June 2014

Researched and troubleshoot clients' connectivity, LAN connection and other related issues

Researched and resolved software and hardware issues

Diagnosed and troubleshoot technical issues, including account setup and network configuration

Interacted with clients' to quickly understand the root cause of technical issues and escalated when necessary

Tracked network issues through to resolution within agreed time limits

Ensured issues are properly logged and followed up on pending job

Documented technical knowledge in the form of notes and manuals

Monitored system resource utilization, trending and capacity planning

Worked within established configuration and change management policies to ensure awareness, approval and success of changes made to the network infrastructure

Collected and forwarded technical reports to the Chief Operating Officer (COO)

Supported Clients by monitoring the network to ensure delivery of Quality of Service

Communicated with Upstream-provider to ensure proper service delivery

Scheduled Engineers' onsite support visit for issues that requires further troubleshooting

Maintained and updated client database

Managed both external/internal clients in a professional manner

National Youth Service Corps July 2011 to July 2012

Volunteered with the disaster recovery service which responds to emergencies by assessing and providing the needs of victims

Instructor National Youth Service Corps June 2011 to July 2012

Volunteered to teach high school students in Mathematics and Physics

Customer Service Representative Guaranty Trust Bank January 2009 to July 2009

Customer Operations Service

Attended to customers via phone

Maintained and updated client

database    Related with customers to ensure proper service delivery    Created and opened new accounts for clients    Followed up in a timely manner unresolved customers' issues    ACTIVITIES AND LEADERSHIP POSITIONS Education Masters of Science in Computer Science in Computer Science Troy University - Troy, AL May 2017 Bachelor of Science in Electrical in Electrical/Electronic Engineering Olabisi Onabanjo University August 2010 Skills C+ (Less than 1 year), Java (Less than 1 year), Linux (Less than 1 year), SQL (Less than 1 year), System Admin, Vmware, System Administrator, Active Directory, Active Directory, Linux Administrator, System Admin, Vmware, System Administrator, Red Hat Additional Information SKILLS: Knowledge of C++, Java and Linux, Microsoft Azure PowerShell, SQL, Office suite, Team Oriented

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