

Windows System Administrator Windows System Administrator Windows System Administrator -
Object CTalk Hanover, MD Currently working as a System Administrator; I am able to communicate
effectively both verbally and in written format; can work independently; Strong sense of
responsibility, accountability; along with strong organizational skills; I will provide a high level of
service and always maintain a high level of professionalism and confidentiality. Work Experience
Windows System Administrator Object CTalk - Washington, DC March 2019 to Present Create and
modify Organizational Mailbox's Grant shared drive access on NIPR/SIPR network shares
Unlock user accounts Deprovision email accounts using DEPO Create Distribution list;
add/remove owners/members Create, changed, and deleted user accounts per request through
Service Trak in Active Directory Apply OS patches and upgrades on a regular basis, and upgrade
administrative tools and utilities Configure / add new services as necessary via SCCM Run reports
for Group Policy results Provid Network Drive Access Locked down Folders on Network Share
for specific end users as request Jr. Systems Administrator Pentagon Force Protection Agency -
Falls Church, VA December 2017 to August 2018 Created and implemented Group Policy for
Registry fix Applied OS patches and upgrades from SCCM on a monthly basis Created/Mirrored
Virtual Machine through VMware vSphere Client Requested (running MMC- Console Root) DoD
PKI SSL Server Certificates for an application called ACTIVU Retrieved certificates through DISA
website Installed certificates on ACTIVU servers Monitored SCOM for alerts Submitted
Change Management request for Internal and External changes on the Network Run reports for
Group Policy results Windows System Administrator U.S Army Corp. of Engineers - Washington, DC
July 2015 to September 2017 Created, changed, and deleted user accounts per request through
Service Trak in Active Directory Applied OS patches and upgrades on a regular basis, and
upgrade administrative tools and utilities Configure / add new services as necessary via SCCM
Updated Security McAfee Verified SMBv1 Status, MS17-010 patches and McAfee DAT File
Version for HBSS Support team to remove Quarantine Knowledge of DNS, SMTP, DHCP and
TCP/IP protocols Accessed Active Directory and Exchange console through Citrix Receiver
Updated JAVA for use of specific applications Granted end users access to Network Resources

Used Active Directory and Exchange Console to create, add and remove end users to Distribution List Used Windows Server 2008 R2 to access PowerShell, Active Directory and Exchange Console through Citrix XenApp Applications Restored end users documents(Microsoft Word, Excel, PowerPoint) stored on Network Resources Granted users access to SharePoint sites Restored Microsoft Outlook 2013 emails for end users Added/Remove SMTPS Provided Network Drive Access Locked down Folders on Network Share for specific end users as requested Windows System Administrator Walter Reed National Medical Center - Bethesda, MD February 2014 to July 2015 Processed SAAR DD 2875 forms through Active Directory for Account Creations and Deletions Granted end users access to Network Resources and VDI workstations Verified Workstations OU to ensure the workstation was on the correct domain Resolved hardware and software based issues Assist, with organizing, prioritizing and giving directions to the help desk team in meeting day to day support requirements Maintained documentation for procedures and processes, as well as, maintenance logs and equipment databases Grant users access to SharePoint sites Used VMware to establish connection to users machines Apply OS patches and upgrades on a regular basis, and upgrade administrative tools and utilities Service Desk Analyst Department of Health and Human Services - Baltimore, MD November 2012 to February 2014 Answered calls on Outlook 2007/2010 issues, printer/software installs and new account inquiries Serviced over 16,000 users widespread via phone, email and Remedy request Mapped Network and Local Printers and Scanners Recovered Personal Folders and emails within Outlook 2010 Provided LAN password resets within Active Directory Removed "Force Log off" Scripts Assisted the end users in connecting to VPN and mapping to their Network Resources while working remotely Assisted the end users with processing Catalog orders for equipment, software and/or accounts Assisted the end users with Blackberry Enterprise Activations Assisted the end users with Delegating Permissions to Resource Mailbox's in Outlook 2010 Security Clerk Department of Justice - Washington, DC March 2011 to November 2012 Provided appropriate reader access via AEGIS badges for authorized personnel and ensured access to required buildings, suites and secure areas Notified sponsors when their contractors, or visitors arrived Processed OBD 232

Forms Respond to questions and problems presented via phone or email to the ID Section JCON mailbox Verified Signature's on Federal Court Documentation Processed Fingerprints of Contractors and Employees for investigation and re-investigation Voided and destroyed paper credentials, and badges of the Employees and Contractors who were no longer with the company Handled security related information in conjunction with AEGIS and FBI database to issue a variety of Departmental identification proximity badges such as unescorted, escorted, temporary and contractor badges Help Desk Specialist Object CTalk - Alexandria, VA June 2009 to March 2011 Provided technical support for DMDC; supporting the RAPIDS Office worldwide Answered calls on Outlook 2007 issues, printer/software installs and new account inquiries Provided the end users with Network, Software and hardware support Created, update and unlocked end users accounts Assisted the end users with installing hardware, such as cameras, printers, card readers, and USB connections Trained incoming employees on Remedy system and problem solving techniques Education TESST Technology College of Technology - Beltsville, MD Skills System Administrator, System Admin, Active Directory

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