

Systems Administrator Systems Administrator Systems Administrator - Flight Plan LLC Work Experience Systems Administrator Flight Plan LLC February 2014 to Present Systems Administrator and sole IT personnel for the top of its sector flight planning website, FltPlan.com Managed servers with an emphasis on uptime and reliability Managed general IT for on-site and off-site employees Deployed and managed web technology including ASP, ASPX, PHP, Coldfusion Worked with providers to expand and change services and repair outages Managed hosted email solution for company-wide email system Built and properly authenticated via DKIM and SPF single-purpose mail servers for sending alerts and notifications to end users Managed a bi-monthly bulk email newsletter received by over 200,000 users Troubleshooting browser and mobile device issues for end users Migrating web and other critical servers to newer OS versions Building customized alert systems to monitor hardware status and software states via Powershell and VB.NET Simplifying infrastructure in a variety of ways, including migrating physical computers to Hyper-V VM's, consolidating services, and eliminating unnecessary redundancies in the network infrastructure. Managed Amazon S3 instances for serving static data Ran physical wiring for network and telephony infrastructure On-Call 24/7 for break-fix Worked with the federal government to establish VPN tunnels on Cisco ASAs to connect to FAA resources Managed SSL certificate infrastructure for web security Managed, modified, and upgraded routers and firewalls including Sonicwall NSA and Cisco ASA models Managed Quickbooks Enterprise Server Troubleshooting custom web applications in Visual Studio Managed Microsoft SQL servers Implemented and enforced security best practices on networks, servers, workstations, and end users Penetration tested and corrected security issues when found Built, managed, and synced an off-site disaster recovery system Managed and maintained generator and UPS systems for outage prevention Network Technician Borden Technologies July 2013 to July 2015 Performed server builds, network design/maintenance, general break-fix (hardware and software) Directly dealt with customers, provided onsite and remote support, time management Virtualized Windows Server 2008 with MS SQL server in KVM under Proxmox Coordinated with the client, with a specialized software vendor, and with a Dell enterprise representative to design a server to run an

industry specific business management and inventory suite Reconfigured networks in-place after router failure, reconfiguring addressing scheme, networked printers, static maps, forwards and firewall rules When Group Policy was not available due to lack of AD infrastructure, created and deployed networked printers and mapped drives, provided documentation to client in order to add them to new computers in the future Utilized remote access solutions, over the phone walkthroughs, and screenshot/text tutorials to assist clients remotely when on-site visits were not a viable option Proactively set up backup schedules and power outage failsafes, suggested new hardware when necessary Integrated smartphones into existing email systems Worked extensively on repairs and rebuilds of Windows XP, Vista, and 7 Utilized deployment tools to install software after operating system rebuilds Level 2 Technician Infinigence LLC February 2011 to July 2013 Third-party support company with an emphasis on small businesses Server builds, network design/maintenance, deployments, general break-fix (hardware and software) Mobile device integration Directly dealt with customers, provided onsite and remote support, time management Built single purpose virtual appliances, managed Exchange and Active Directory Specialized in virtualization (Linux KVM, Oracle Virtualbox) Performed wiring and punchdowns for phone and LAN Trained disabled veterans in basic PC use for the Department of Veterans Affairs

Configured routers, VPN tunnels and site-to-site. Utilized Cisco IOS enterprise router OS

Configured network printers, deployed via script or Group Policy Worked extensively from home using Remote Desktop and similar technologies Provided phone support to customers when remote access was not an option Created and helped maintain a Mediawiki based knowledgebase integrated into Active Directory Created and maintained a remotely accessible password safe system utilizing Keepass via SSHFS with Active Directory integration Configured and maintained backups, both via the built in NT backup, black level copies of VM images, and scripted copies to external disks Managed Blackberry Enterprise Server, integrated into existing Exchange infrastructure. Responsible for adding new devices and break/fix on existing ones. Managed web applications integrated into Quickbooks Enterprise. Assisted with Quickbooks database recovery after drive failure. When necessary, created and maintained tickets with 3rd parties to resolve

issues with their products Field Technician Unisys Technical Services February 2010 to July 2011
Onsite teardown, repair, troubleshooting on a variety of Dell, Lenovo, Toshiba, and Gateway laptops
and desktops Managed my own time, received a schedule then called customers and drove to
their sites and perform service with little oversight #5 top rated in the US in customer satisfaction
surveys Assembler International Contact Technologies 1999 to 2009 Responsible for the assembly
and quality control of semiconductor testing technology Tracked and documented inventory of
parts used in the assembly process Visually checked assemblies for any damage prior to quality
approval Worked from verbal instructions, diagrams and drawings Implemented strategies in the
production process that cut down on production time and scrap as well as increased quality
Education Computer and Network Technology Porter and Chester Institute 2007 to 2009 Skills
Active Directory, Linux, System Administrator, System Admin Certifications/Licenses Driver's
License

Name: Jessica Lee

Email: mwilson@example.org

Phone: 691-984-8339