

Systems Administrator Systems Administrator Downey, CA Authorized to work in the US for any employer Work Experience Systems Administrator Feit Electric - Los Angeles, CA January 2018 to Present

Simple Summary of daily tasks and experience/knowledge, more detailed experience/knowledge upon request

Experience in Systematic Infrastructure Processes, IT Best Practices, IT Project Management, IT Budgeting/Finance Management

Actively Support all locations via all levels of technical support tiers 1-3

Excellent time management skills with the ability to multitask

Capable of training/answering any hardware or software related questions/concerns regarding the implementation of new technology

Managed Server s ranging from Server 2008 R2, 2012 R2, 2016

Managed and Implemented Hypver-V Servers

Implemented P2V (Physical to Virtual) nodes

Managed Proofpoint Email Protection Software

Windows Server Patch Management via WSUS

Managed and Implemented VMWare ESXi 6.7

Experience in Virtual Desktop Infrastructure (VDI)

Experience in Microsoft SQL 2012, 2014

Experience in Programming languages, (POWERSHELL, PYTHON, PHP, BASH, HTML, CSS, SQL)

Experience in Windows 10, 7, Vista, XP

Experience in Linux Debian, Ubuntu, Mint, Kali

Experience in Microsoft Office 365 Cloud Administration

Experience in Android and IOS

Experience in Mac OS X Yosemite, El Capitan, Sierra, High Sierra, Mojave

Experience with Microsoft ERP Navision 2013

Malware Endpoint Protection Software: Sophos Endpoint Protection and Palo Alto Traps

Managed Palo Alto Firewall

Managed Cisco Layer 3/Layer 2 Switches via Cisco Meraki Network Management Interface

Implement VLANs, Segmented Networks, created ACL s according to Senior Management requests

Complete Active Directory Management: created new users, implement and organize containers, Group Policy, among many other functions

Executive Level Support: assisted technical and non-technical users with security questions and special implementations

Remote Management Software used: Dameware, TeamViewer, GoToAssist

Project Management in the IT Sector of the Company: Coordinate and assisted in any High-Level IT Infrastructure Project necessary in accordance to company needs

Mid-Senior Level experience in Microsoft Excel and Access

WMS Experience in Manhattan Scale

Knowledge in Warehouse Management, Workflow/Systematic Processes

Experience in several Cyber Security

Tools: Nmap, Wireshark, snort, aircrack, among others      Experience on Enterprise and Industrial Printers such as Ricoh Aficio and Zebra s Systems Administrator Calpipe Industries - Los Angeles, CA September 2015 to December 2017      Analyzed and identified all levels of technical problems and deficiencies      Worked on several large company-wide projects including:      Infrastructure Migration from one facility to another, patched and networked all equipment, oversaw and managed project from start to finish      ERP Implementation transition in complement with all business departments to accommodate the seamless transition from ERP Infor Syteline to ERP Acumatica      Provide all levels of technical support; phone, virtual, and in-person for all the company s locations across the United States      Implemented cost effective solutions in the technology sector, managed all purchasing for any technological hardware needed for the company s locations      Executive Level Support: assisted technical and non-technical users with security questions and special implementations      Experience in ERP System Acumatica The Cloud ERP , troubleshoot several layers of complexity      Worked with Infor Syteline ERP System, user permission delegation, forms, among other troubleshooting layers      Crystal Reports, SQL, Report Designer experience      Android and IOS Phone User Setup, configured e-mail on both environments, and applied tracking software      Configured networks starting from the installed ISP service box all the way into a router/firewall/access point      Knowledge in ZenDesk and Spiceworks Ticketing software      Microsoft Office 365 Administration, Dropbox for Business, One Drive for Business, Microsoft SharePoint Administration, Exchange Server Management      Knowledgeable in Active Directory, configured desktops and all necessary equipment for new users      Troubleshoot/Configured Dell SonicWALL Firewalls, implemented multiple DHCP Scopes per interface, configured VPN Connections TCP/IP, working knowledge on VOIP Phones, troubleshoot local/cloud phone server to sync with their Star2Star Cloud Infrastructure      Security Implementation from Server to Client level      Worked with Windows Server 2008, 2012, and 2016      Knowledge in Linux Server environments, specifically Debian and Kali Linux      Troubleshoot various printer models, Enterprise Level MFP s, Zebra ZM600/ZM400 Industrial Printers      Knowledge in Web Development Technologies, JavaScript, Python, PHP and backend administration      Mac OS X experience, troubleshoot Apple iPad, Apple

iPhone, and Mac OS X Sierra and earlier, as well as knowledge in all aspects of the Apple Industry

IT Support Analyst US Pipeline - Houston, TX January 2015 to July 2015    Assisted 4 companies on-site and remotely using TeamViewer Remote Desktop Suite    Troubleshoot various problems ranging from hardware to software in Windows 7 Pro x64, Windows 8.1 x64 and x86, Windows XP Pro x64, Mac OS X Yosemite, Apple IOS and Android Platforms    Installed pre-configured CISCO router and switches on remote sites as well as wiring CAT5e Cable from Trailer to Trailer, made Cat 5e Cable Terminations with provided tools, used cable tester to perform test on the cables    Active Directory skills, added permissions to folders, added computers to local server domains, created users and assisted with the mapping of drives to client hardware    Created VPN Connections to client hardware, TCP/IP, basic knowledge on VOIP Phones, made sure phones got a DHCP from the local server    Microsoft Office 365 Knowledge, setup clients with OneDrive and Dropbox, made sure they could share documents and assured that SharePoint worked properly, permission delegation and security    FTP Setup using FileZilla locally to Printers on remote sites, made sure clients could Print/Scan/Fax etc. from large MFP s like Xerox and Konica Minolta    Setup CradlePoint modems via Wi-Fi as WAN on remote sites, made sure all the individual s MiFi s worked properly, configured access points to work in conjunction with either CradlePoints or Mifi s

Help Desk Technician Revention Point of Sale - Houston, TX September 2014 to December 2014

Demonstrated proficiency in configuring/repairing POS Systems    Hardware and software troubleshooting, analysis & resolution capability    CRM Experience (Salesforce)    Exceled in working in a high-volume 24/7 technical call center atmosphere    Symantec PCAnywhere Host & Remote experience and Microsoft SQL 2008 knowledge, Bomgar Secure Remote Desktop Control, Cisco unified communications manager software    VPN/Remote Connectivity, TCP/IP, Hardware Configurations, Phone & Online Support    Effectively communicated with nontechnical users by providing step by step instructions on how to resolve issues remotely

Computer Technician Printek Supplies - El Paso, TX April 2011 to May 2013    Configured small switches, created a small business networks, repaired printers/MFP/scanners, and maintained every machine used in the office to promote ultimate efficiency    Repaired Computer Hardware/Software for internal and

external services    Repaired client network systems as well as cell phones, laptops, computers, any various technological devices        Served as a Sales Associate/Purchasing by providing detail description of current products and services    Served as a warehouse employee by applying logistic skills and successfully handling shipping and receiving    Education CCAP in Cyber Security Coastline Community College - Orange County, CA January 2019 to Present Bachelor's in Computer Information Systems University of Texas at El Paso - El Paso, TX June 2014 Associate in Business Administration El Paso Community College - El Paso, TX May 2012 Skills VMware, System Administrator, Active Directory, Linux, System Admin, Linux Administrator Certifications/Licenses CompTIA A+ March 2019 to March 2022 CompTIA Network+ July 2019 to July 2022 MTA Networking Fundamentals April 2018 to Present ID: G792-8600 MTA Security Fundamentals May 2018 to Present ID: G817-2332

Name: Andrew Armstrong

Email: ginajohns@example.org

Phone: 6347461820