

Systems Administrator Systems Administrator Systems Administrator Aurora, IL Worked for the U. S. Dept. of Energy at Fermilab, a high energy particle accelerator research laboratory located in Batavia, IL. Fermilab is an ITIL ISO20000 certified laboratory. Systems Administrator with 7 years of experience. Assisted with the upgrade of ~300 servers to Windows Server 2012. Assisted with the conversion of ~200 physical servers to the VMware complex to reduce the space and the resources used by the physical servers. Computer Support Specialist with 8 years of experience. Helped to provide Windows desktop support for 1000+ employees and visiting scientists. Work Experience Systems Administrator Fermilab - Batavia, IL 2009 to 2016 Administered 300+ physical and virtual Windows servers. Provided tier 2 level support to the help desk for user account access to application servers, files, and folders. Service Now (SNOW) was the ticketing system used to track incidents, update the knowledge base, manage assets, and control change management. Provided support to the application owners for the setup, installation and the upgrading of their application server. EventSentry software was used to manage server event logs, monitor server health, and monitor network performance. Microsoft Excel was used to import data, compile data, and sort data to provide management with weekly audit and inventory reports. Computer Support Specialist Fermilab - Batavia, IL 2001 to 2009 Worked with the help desk to provide support for the Microsoft Windows setup, maintenance, upgrade, and diagnostics of desktops for 1000+ end users. Administered user accounts in Active Directory. Provided documentation for technical help and software instruction to end users. Entered user requests for assistance into the Service Now ticketing system to ensure that SLA's were maintained and that the knowledge base was kept up to date. Utilized System Center Configuration Manager (SCCM) to audit and inventory software. Created weekly audit and inventory reports for management using Microsoft Word and Excel. Education B.A. in Physics in Physics Carthage College - Kenosha, WI Skills Active Directory. (8 years), audit (10+ years), Excel (10+ years), inventory (10+ years), security (7 years), System Administrator (7 years), VMware (5 years), Active Directory, System Admin Additional Information SKILLS Document server and desktop issues and their resolutions into the Service Now ticketing system to ensure SLA's are maintained and knowledge bases were updated. Apply server and

desktop operating system patches via the Windows System Update Server (WSUS). Maintain server and desktop antivirus via Symantec End Point. Administer computer, user, and security group accounts in Active Directory to set file and folder permissions on application servers. Servers were monitored and audited with EventSentry and SolarWinds software. Audit and inventory information about various objects in the Active Directory was obtained using the DSQUERY command-line utility. Data from various applications was imported into Excel spreadsheets and analyzed to provide reports to management.

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