

SYSTEM ADMINISTRATOR SYSTEM ADMINISTRATOR SYSTEM ADMINISTRATOR

Woodbridge, VA Work Experience

SYSTEM ADMINISTRATOR CLOSE-UP FOUNDATION 2018 to 2018 Principal strategist and visionary for IT processes including: new installation projects for servers, switches, and other equipment, data migrations, system upgrades, and maintenance/repair requests. Directed concurrent technology projects, including data system development, in line with an aggressive timeline, quality, and customer requirements.

Migrations & Upgrades: Delivered a solid migration of the financial database to AWS, administering an AWS environment that consisted of 15+ servers, Microsoft, and Linux elements. Developed and maintained WordPress E2 and upgraded MySQL through a new instance on AWS. Proficiently decommissioned on-premise servers and related hardware.

Security & Protocols: Proactively monitored Active Directory events, performing threat assessments and critical analysis. Utilized data generated from security events to create logs that documented potential intrusion attempts and security risks.

Support & Administration: Strategically administered protocols and processes related to O365 environment including: Exchange, Skype for Business, SharePoint, and CRM. Assisted and supported internal and external users across a mixed OS environment. Offered support for VoIP in a project for an in-house PBX box with 2 PRI lines in addition to 100+ handsets via remote and in-house.

Process Improvements: Developed and implemented a comprehensive password policy in Active Directory, Group Policies, and Security Groups. Created and executed updated documentation, providing users and administrators with the required information.

LEAD TECHNICIAN MR. APPLIANCE 2013 to 2018 Functioned as a Lead Technician and Subject Matter Expert charged with troubleshooting technical issues with internal and external clients both over the phone and in-person for network-enabled appliances.

Career Progression (Cont.)

Technical Documentation & Reporting: Performed extensive research and analytics, applying appropriate data-driven solutions based on documentation gathered from technical notes.

NETWORK TECHNICIAN BYTE SHOPPE 2009 to 2013 Assisted with network administration on remote networks, installed network systems for residential and commercial clients, installed home security systems, built computers from components, and loaded/upgraded operating systems. Acted as a Liaison & Vendor Advocate,

coordinating efforts between management and vendors across complex purchasing transactions. Meticulously prepared budget estimates and monitored departmental expenditures, ensuring adherence to budget constraints. Strategically researched product market information on IT equipment, monitoring delivery schedules, and keeping well-informed on emerging technology. Combined technical and leadership skills, aligning staff mentoring in the resolution of technical issues, providing expert professional advice to team members and other departments. Education Bachelor of Science in Applied Mathematics Bowie State University - Bowie, MD Skills System Administrator, VMware, Linux, System Admin, Active Directory Certifications/Licenses ITIL Present Security+ CE

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