Systems Administrator I Systems Administrator I Waynesville, NC Work Experience Systems Administrator I 2017 to Present Duties Included: Team manager/supervisor for our DSS IT office, Network and PC Security specialist, Management of the DCI audit logs, review CJIS and HIPPA security policies and work to apply polices, Review and write or update security policies for Haywood County, Managing/Administrating and updating virtualized production and test environment using VMWare, build and configure Thin Applications using Vmware, managing and resolving problem desktops in VMWare, update and schedule recomposes on all virtual pools, project lead experience, Structured Cabling, manage and install Microsoft Lync client (Skype for Business), Assist in Helpdesk Support, build and plan implementation of new technology, Eaglesoft (dental Software) administrator, Soapware (Health Clinic Software) administrator, EMR administator (Soapware, Eaglesoft and CureMD), Assist in network troubleshooting, Microsoft Active Directory management, building and deploying new policies through Group Policy Management, administration of barracuda spam, firewall and backup appliance, desktop and network administration, administrator of the Mitel 3300 telephone system, Haywood County Library system and network administrator, user voice mail and unified messaging administration, creation and administration of Telephone Auto Attendants, support mobile devices for law enforcement and EMS, Library Evergreen desktop support, Library PC Reservation technician, Systems administration, audit and inventorying server equipment, data center management, storage management (using Dell EMC and Isilon) Systems Administrator I Haywood County, NC Government July 2013 to Present Technology support Specialist II 2013 to 2016 PC and Network Technician Southwestern Community College February 2013 to July 2013 Duties include: Structured Cabling, PC and network support, hardware and software installation, computer setup, ghosting and imaging computers for the field, virus removals, lab updates, laptop cart preparation, instructor station update Computer Support Technician Haywood County, NC Government May 2012 to December 2012 Duties included: Telephone technical support, Active Directory domain administration, computer and server administration, printer administration, and Windows administration, remote assistance: virus removal, software installations, network support, hardware and software installations, research

projects, Designed and built the knowledge base currently in use by Haywood County. Help Desk Technician Drake Software August 2011 to May 2012 Duties included: Telephone support, tax software related issues, installation, networking, and seminar registration, research tax laws for federal and state and in some cases county and city. Family Game Room Supervisor Waynesville Parks and Recreation Services March 2011 to January 2012 Duties included: Monitor and support electronic equipment in Family Game Room, supervise patrons, monitor the sign in/out of users, Organize events and tournaments. Grocery Manager BI-LO of Waynesville August 2009 to August 2010 Duties included: Supervision of after-hour employees, maintain levels of stock in the stock room, maintain sales floor stock level, Provide clean and safe conditions for opening, Order Grocery trucks, scheduling for after-hour employees. Computer Support Technician Haywood County, NC Government November 2008 to June 2009 Duties included: Support county workstations, servers, and printers, primary support for Haywood County Library workstations, patron computers, and network, telephone system and radio equipment management. During the court house move I learn structured cabling and worked on setting up a server room. Education Associates Degree in Computer Sciences in Computer Networking and Security Haywood Community College - Clyde, NC 2005 to 2008 Udemy Training Center Skills Active directory, Vmware, Emr, Acd, Mitel, Firewall, User interface, Desktop administration, Deployment, Java, Cabling, Structured cabling, Phone system, Telephone, Microsoft office, Microsoft outlook, Outlook, Powerpoint, Training, Decommissioning Additional Information Skills: Experienced in Microsoft Office Suite Experienced in Vmware applications including: Vsphere, Horizon, thin app and View   Experienced in building virtualized desktops, pools (production and test environment) and servers using Vmware   Experienced in physical and virtual desktop administration   Experienced in administration of Active Directory Users and Computers   Experienced in implementing new group policies in group policy management and deploying to active directory users/groups   Experienced in project management including: - Phone system upgrade - Deployment of new EMR software - Expanding virtual infrastructure - managing IT instalation and configuration of a new animal facility - Server decommissioning and server upgrades   Experienced in the Mitel 3300 user interface

Experienced in creating and recording ACD (Automated Call Distribution) groups through Mitel

Experienced working hands on with Mitel telephone administration and phone programming.

Experienced in building and recording of Auto Attendants through Microsoft outlook   Microsoft

Active Directory: Domain administration, computer/server administration, printer administration, and

windows administration   Experienced in Remote Assistance: Virus removals, software installation,

creation of short cuts, network support   Extensive PC and server experience with Microsoft

applications   Structured cabling and server room design   Audio and video equipment and

Software   Media systems including Powerpoint, Movie Maker, and other recording   and

presentation programs   Extensive hardware and software knowledge   Experienced with Microsoft

Unified Messaging   Experienced in user training   Experienced in troubleshooting and configuring

java applications   Working Knowledge of Barracuda backup, spam filter and firewall appliances

Experienced with Barracuda web and mail filter   experienced working with vendors for hardware

and software support and deployment   Experienced in software deployment and training users in

EMR applications   Experienced team leader and project manageme t

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