Systems Administrator (Contractor) Systems Administrator (Contractor) IT Systems Administrator/Desktop Support Administrator Seattle, WA IT Systems Administrator and Desktop Support Administrator with comprehensive experience and customer-focused work ethic. Proven ability to deploy and support efficient solutions while independently maintaining ever-expanding physical and virtual IT systems in a deadline-driven environment. Expertise includes: System administration Desktop administration   Active Directory administration Exchange administration   Office 365 administration   Network administration   Virtualization   Root cause troubleshooting   Process documentation   Project management   Team leadership   Customer service Authorized to work in the US for any employer Work Experience Systems Administrator (Contractor) Simpson Strong-Tie - Pleasanton, CA May 2019 to Present Administration of global Citrix/VMware environment   Lead project to identify, target, and implement solutions for optimizing Citrix/VMware storage and XenDesktop/XenApp performance, lowering average user profile size by ~2GB. Identified and reduced unnecessary Citrix/VMware environment warnings by 1/3 issued by eG monitoring. Senior IT Systems Administrator/IT Engineering Lead EverBank/TIAA Bank - San Jose, CA April 2013 to March 2019 Oversaw IT operations for all Northern California and Colorado banking operations   Expedited resolutions to critical nationwide issues by ~20% as lead escalation engineer for 12-15 member desktop support team.   Achieved 50% performance improvement with Encompass enterprise software through identifying latent processes and implementing targeted solutions.   Reinforced workstation security by managing nationwide Symantec Endpoint Security (SEP) vulnerability project and implementing automatic workstation quarantine and user notification actions.   Management role in nationwide, 5,000 user Windows 10 & Office 365 migration using SCCM with MDT integration including AD-FS SSO targeting 4 hour swaps to minimize end-user down-time. Network Engineering Consultant Shamrock Renewable Energy Services, Inc - San Ramon, CA January 2013 to October 2013 Performed on-site network installations and service calls for solar power monitoring systems   Retained The Hotel Carlton as a client by identifying and resolving months old client monitoring issue in 5 days.   Streamlined future installations of web-based monitoring systems by implementing IT best-practices and

standards.	Simplified management of 30kW solar power system for Azaya Ranch Animal Sanctuary by integrating web-based client monitoring in 2 days. Technical Systems Engineer/NetApp Authorized Support Provider InterVision Systems Technologies, Inc - Santa Clara, CA May 2011 to August 2012 Oversaw internal IT help desk and integral member of NetApp Preferred Partner Support Center	Recovered over $70,000 worth of untracked and misplaced desktop software.	Expanded IT help desk capabilities by incorporating VPN, FTP, and BES administration.	Achieved NetApp certification in 8 weeks so as to retain Certified NetApp Preferred Partner Status. Desktop Support Analyst/ System Administrator Akeena Solar/Westinghouse Solar - Los Gatos, CA October 2007 to October 2010 Independently administered entire IT department for medium-sized, multi-office company	Increased productivity and collaboration by implementing expandable on-site NAS storage.	Expanded engineering department capabilities and productivity by implementing AutoCAD 2010.	Improved employee satisfaction by decreasing average response time (SLA) of reported issues by 1/4. Senior Support Specialist NetScaler/Citrix Systems - San Jose, CA July 2005 to June 2006 Responsible for Active Directory/Exchange administration and end-user desktop support	Administered multi-site Microsoft Active Directory (AD) environment with focus on redundancy.	Maintained enterprise wide data storage and recovery system with 48 hour recovery time.	Created, tested, maintained, and deployed Windows 7 desktop/laptop system images quarterly	Installed and maintained local/remote server hardware to allow for company growth. Desktop Technician Caspian Networks - San Jose, CA September 2003 to November 2004 Responsible for Active Directory/Exchange/VoIP administration and end-user desktop support	Administered nationwide Cisco VoIP solution including hardware refresh project.	Created, tested, and deployed workstation system images quarterly.	Oversaw email migration from Yahoo to Exchange 2003 including email data transfer.	Authored end-user software installation manuals to increase productivity and product knowledge. Desktop Support Analyst/Exchange Administrator Exodus Communications - Santa Clara, CA August 1999 to August 2003 Headed Siebel Support help desk and performed Exchange email administration	Verified workstation compatibility with Siebel Enterprise Software to ensure smooth deployment.	Performed monthly new hire orientations

to introduce IT services. Authored end-user software installation manuals to increase productivity and product knowledge. Education Certificate in Mechanical Design/Computer-aided Design College of the Redwoods - Eureka, CA General coursework towards A.S. degree in Mechanical Design De Anza College - Cupertino, CA Skills .net (8 years), Active directory (10+ years), Android (10+ years), Autocad (8 years), Avaya (6 years), Blackberry (8 years), Brocade (3 years), Checkpoint (6 years), Cisco (10+ years), Citrix (8 years), Exchange (10+ years), Ghost (7 years), Netapp (2 years), security (6 years), Symantec (5 years), Vpn (10+ years), System Administrator (10+ years), Desktop Support (10+ years), Root Cause Analysis (10+ years), Troubleshooting (10+ years), Documentation (10+ years), Team Leader (2 years), Project Management (1 year), Network Administration (10+ years), Dynamics crm (6 years), Vmware (3 years), Office 365 (3 years), LYNC (6 years), Powershell (10+ years), System Admin (10+ years), Sharepoint (6 years), SCCM (8 years), Apple, Comptia, Help Desk, Tech Support, MAC, Service Desk Links http://linkedin.com/in/Scott-Langlet Certifications/Licenses CompTIA A+ 2015 Assessments Basic Computer Skills: PC Highly Proficient April 2019 Measures a candidate's ability to perform basic computer operations, navigate a Windows OS, and troubleshoot common computer problems. Full results: https://share.indeedassessments.com/share_assignment/8hwzjvg73efksq9i Technical Support Expert April 2019 Measures a candidate's ability to apply protocols to identify errors and solutions in order to maintain system function. Full results: https://share.indeedassessments.com/share_assignment/ex636dcekq5xidtv Call Center Customer Service Expert April 2019 Measures a candidate's ability to demonstrate customer service skills in a call center setting. Full results: https://share.indeedassessments.com/share_assignment/5chjy2sn2u5wq6ib Basic Word Processing with Microsoft Word Expert April 2019 Measures a candidate's knowledge of basic Microsoft Word techniques for word processing, including the use of tools to format or edit text. Full results: https://share.indeedassessments.com/share_assignment/cv0lkzvxhcsvqsm Spreadsheets with Microsoft Excel Highly Proficient April 2019 Measures a candidate s Microsoft Excel knowledge including common tools, PivotTables, conditional & nested formulas, and custom visuals. Full

results: https://share.indeedassessments.com/share_assignment/uh3xk9npgwuyyjjk Proficiency with Microsoft Office: Mail & Calendar (PC)   Highly Proficient April 2019 Measures a candidate s proficiency in using Microsoft Office Mail and Calendar tools to manage their workload. Full results: https://share.indeedassessments.com/share_assignment/yqj1edf6uctgy6ip   Indeed   Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field. Additional Information TECHNICAL PROFICIENCIES   OPERATING SYSTEMS: Windows 10/8/7, Server 2016/2012/2008, MAC OS X 10.5-10.14, Data OnTAP, Android 1.1-9.0   HARDWARE: Dell, Lenovo, HP, Apple, Sony, Cisco, NetGear, Linksys, NetApp, Brocade, Avaya, Canon   SOFTWARE: MS Office 365/2013/2010/2007, Project 2016/2013/2010, Visual Studio 2017/2015/2012, MS Dynamics CRM 365/2013/2011, MS Active Directory, MS Exchange, Citrix Receiver, VMWare, Hyper-V, Acronis Backup, Adobe Creative Suite, AutoCAD 2013-2000, Avaya One-X, CheckPoint, Chrome, Cisco AnyConnect VPN, Cisco Call Manager, Citrix GTM/GTPC,   Client   Connect   CRM,   Computrace,   eFax/RightFax,   Encompass,   Firefox, Goodwork/BlackBerry Work, Google Apps Premium, Ivanti LANDesk, Juniper Secure Meeting, LiveMeeting, McAfee Total Protection, Nagios, NetSuite, Norton Internet Security, Oracle, Postini, Putty, Remedy, SalesForce, Skype/Jabber, Solar Winds, Symantec BackupExec, Symantec Endpoint Protection, Symantec Ghost, WebEx, WSA/Websense, WireShark

Name: Kimberly Carter

Email: hannahtaylor@example.org

Phone: (742)305-4736x038