

Systems Administrator Systems Administrator Systems Administrator - DIGITAL MANAGEMENT, INC Upper Marlboro, MD Work Experience Systems Administrator DIGITAL MANAGEMENT, INC - Washington, DC 2016 to Present Perform daily system monitoring, verifying the integrity and availability of server resources, systems and key processes, reviewing system and application logs.

Monitor and respond to hardware and software alarms (SCOM) using appropriate problem determination tools. Provide Tier III/other support per request to investigate and troubleshoot issues with peripheral devices, requested software and drivers. Configure, manage, and maintain printers, digital senders and other devices on both unclassified and classified systems. Respond to Remedy Incident tickets and generate change request tickets. Investigate and troubleshoot server and desktop issues Repair and recover from hardware or software failures. Systems Administrator DIGITAL MANAGEMENT, INC - Washington, DC 2014 to 2016 Deliver Tier 2 desk side/remote service support and IT security to more than 6,000 users of both classified and unclassified systems.

Troubleshoot and maintain network connectivity, security devices, printing, and drives. Diagnose, restore, and document mechanical, hardware, software, email, system failures and connection related issues. Restore, repair, or replace failed desktop computers and peripheral devices due to hardware or software failures. Image, configure, and install workstations, peripherals, application software and patches. Administer, maintain, and troubleshoot Windows Active Directory including user account management, computer objects, and GPO. Create user/group accounts and mailboxes, setup profiles and security permissions. Monitor, report, and resolve risk vulnerabilities on the network Systems Administrator PREFERRED SYSTEMS SOLUTIONS 2013 to 2013 Upgraded desktop computers and laptops from Windows XP to Windows 7. Performed memory and hard drive upgrades in desktop computers. Responsible for PC setup and configurations for LAN. Diagnosed PC hardware and software issues. Systems Administrator COMPUTER SCIENCES CORPORATION - Washington, DC 2006 to 2013 Administered and maintained and troubleshoot issues related to over 600 Windows servers including Domain Controllers, Exchange, and file/print servers. Solve product and service problems related to backup or tape libraries, and media product. Schedule, perform, and monitor

systems backups and recovery as needed. Provide Blackberry Enterprise Server Administration and Enterprise support to over 90 USAID Missions and Embassy locations internationally. Assist in installing and configuring Windows servers. Ensure operating system integrity by applying appropriate patches and releases. Troubleshoot and resolve software, hardware, and networking problems. Troubleshoot Active Directory; user account and DNS related issues. Systems Administrator COMPUTER SCIENCES CORPORATION - Washington, DC 2004 to 2006 Maintain and troubleshoot complex USAID Windows 2000 Active Directory forest consisting of 80 child domains and 189 domain controllers. Analyze equipment failures and prepare problem/solution reports for peers, management, and vendor analysis. Troubleshoot MS Exchange client/server access issues. Prepare and maintain the server maintenance on over 300 servers, including preparing the Emergency Recovery Disk and Defragmentation of all Windows 2000 and 2003 servers. Assist in building numerous Window 2000 and 2003 servers to Agency standards. Responsible for maintaining and updating the Antigen application to its optimum updated status. Systems Administrator COMPUTER SCIENCES CORPORATION 1999 to 2004 1999 to 2004 Education Bachelor's in Computer Information & Systems Science University of the District of Columbia - Washington, DC May 1995 Skills Dns, Network administration, Tcp/ip, Tcp, Data backup, Technical support, Software troubleshooting, Migrations, Lan, Customer service, Training, System Administrator, System Admin, Active Directory Certifications/Licenses CompTIA Security + March 2019

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