

Systems Administrator Systems Administrator Systems Administrator - EDUCATIONAL SYSTEMS  
FEDERAL CREDIT UNION Germantown, MD Authorized to work in the US for any employer Work  
Experience Systems Administrator EDUCATIONAL SYSTEMS FEDERAL CREDIT UNION - Bowie,  
MD November 2013 to Present Junior Systems Administrator mid-sized federal credit union  
November 2011 to November 2013 Promoted to systems administrator position to perform  
configuration, troubleshooting and maintenance for multiple infrastructures for a mid-sized federal  
credit union. Provide ongoing management, performance-tuning and Tier 3 support for  
approximately 250 Windows Operating Systems and Datasafe core products. Achievement  
Highlights: \* Performance Tuning: Oversees configuration, installation, and development of  
assigned systems for maximum efficiencies. Implements solutions that reduced single points of  
failure. \* Project Management: Assists company-wide hardware/software installations; performs  
server upgrade/expansions that improve server functionality; and integrates new technologies into  
existing data-center environments. Leads WSUS server patch management. Maintains and updates  
documentation of policies and procedures. \* Troubleshooting: Resolves problems with Windows  
Server, LAN, PCs, Datasafe core products, third party products, and any other escalated issues.  
Develops and executes the most effective approach to correct an issue with minimal downtime. \*  
Leadership: Trains employees in new and/or updated software and procedures. Education  
Associate of Applied Science in Computer Network Systems ITT TECHNICAL INSTITUTE -  
Chantilly, VA 2013 High School Diploma in Technology PENN FOSTER HIGH SCHOOL 2008 to  
2012 Additional Information Expertise \* Systems Administration \* System Backup and Recovery \*  
Server Administration and Repair \* Mixed-Platform Environments \* Technical Infrastructure  
(LAN/WAN/VPN) \* Virtual machine maintenance \* Workstation Installation/Configuration \* User  
Training and Support \* Documentation \* Solve Problems Promptly

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