

Systems Administrator Systems Administrator Systems Administrator - General Dynamics IT Gulf Breeze, FL Enthusiastic, dedicated IT professional with over 20 years of complex technical knowledge and strong leadership skills Work Experience Systems Administrator General Dynamics IT - Hurlburt Field, FL May 2016 to Present Support Windows environment running Server 2012, 2008 and Windows7 Support SUASMAN development network and provide optimal configuration for Hyper-V virtual server environment to include replication health Support for Exchange, Team Foundation and SQL servers Support the DoD PKE and Certificate server solution Provide accreditation of servers and network environment Provide software and update testing Perform maintenance and updates Maintain Active Directory OU structures, Windows Server DNS, WINS, and DHCP Develop and implement the backup of all critical data and resources including Exchange, Hyper-V server images, and System State data Create setup and maintain Group Policies Owner and Operator, Computer Support Technician Home Tech Handyman - Gulf Breeze, FL June 2015 to Present Support and troubleshoot end users' computers running Windows OS, iOS as well as software and peripherals. Provide mobile onsite services to customers on their schedule. Computer Support Technician Inersso Corporation - Panama City, FL February 2015 to May 2015 Support and troubleshoot end users' computers running Windows operating systems and software. Diagnosed and correct problems with PCs, both hardware and software based, to include peripheral devices such as printers, smartcard readers, external disk drives, speakers, and monitors. Replaced fuser and transfer kits in printers. Resolved the simplest issues over the phone and identify/categorize more complex user problems and create tracking tickets in these cases. Troubleshoot problems to the PC and peripheral units and when necessary replace and install internal parts (i.e., CD/DVD drives, network and video cards, etc.) including locating and installing any device drivers that may be necessary. Worked with vendors to have parts or devices replaced that are defective and still under warranty. Communicated with Sysadmin personnel and resolve issues between PCs and network devices/interfaces, and with networked databases. Enterprise Operations Manager L-3 Communications - Niceville, FL November 2004 to July 2014 Over 9 years of experience managing a team of Tier 3 technicians responsible for servers software

solutions and security to include MS Server 2003, 2008, 2012, MS Exchange, MS Communicator, Symantec Antivirus, Active Directory, Group Policies, Virtualization, backups, 802.1x Managed multiple projects such as a VMWare virtualization pilot and Email archiving solution, ensuring a successful outcome ITIL and ISO certified and acted as the Availability and Service Continuity manager for an ISO 20k certified project Performed risk assessments and executed tests of critical WAN/LAN systems to ensure high availability and security Defined technical requirements and document plans for project lifecycle deployment including the scheduling of project deliverables, budgets and timelines Planned and managed the implementation of Enterprise wide server and software solutions Recognized for delivering leading edge solutions that consistent meet complex business requirements Streamlined Information Technology department by separating support tasks, creating new leadership positions and implementing best practices Ensured Service Level Agreement requirements were met or exceeded Interfaced with upper management, subordinates, third party vendors as well as the customer often to ensure open channels of communication to ensure that goals and deadlines are met Responsible for subordinate's performance appraisals, professional mentor-ship and training Computer/Server/Network Technician L-3 Communications - Niceville, FL July 1999 to October 2004 Maintained and repaired computers running MS Windows OS and peripherals Designed and performed and enterprise wide consolidation of a multiple Windows Server domain environment to a single Windows Server Active Directory domain environment Setup servers to include OS installation, RAID configurations and Created user accounts software shares and set NTFS file permissions for both Windows and MAC clients Performed maintenance and updates to the Active Directory Schema Created and maintained Active Directory OU structures, setup site replication links, setup Domain Controller replication policies, Windows Server DNS structure as well as WINS, and DHCP Developed and implemented the backup and restoration of all critical data and resources including routers IOS, Exchange and System State data with a 95% success rate Created user logon scripts, setup and maintained Group Policies, Terminal Services and performed Remote Desktop management Responsible for server service packs and security updates, and the monitoring of 170+ servers in an

Active Directory Domain Provided network and server monitoring domain wide using SNMP
Configured, monitored, and maintained email applications and virus protection software
Computer/Network Technician Okaloosa County School District - Crestview, FL September 1998 to
June 1999 Maintained and repaired computers and peripherals in an Enterprise environment
Engaged and communicated with customers in order to maintain high service standards Created
modified and resolved tickets in Remedy 7.1 Onsite and phone support experience
Computer/Network Technician The Computer Store - Niceville, FL May 1998 to September 1998
Built, maintained, and repaired personal computer assisted with the design and implementation of
an internet access solution Engaged and communicated with customers in order to maintain
high service standards Onsite and phone support experience Computer/Network Technician
Computer Systems Technologies - Fort Walton Beach, FL February 1998 to May 1998 Built,
maintained, and repaired personal computer assisted with the design and implementation of an
internet access solution Engaged and communicated with customers in order to maintain high
service standards Onsite and phone support experience Computer/Network Technician
Computers Friendly Inc - Crestview, FL June 1995 to February 1998 Built, maintained, and
repaired personal computer assisted with the design and implementation of an internet access
solution Engaged and communicated with customers in order to maintain high service standards
Onsite and phone support experience Computer Technician Emerald Coast Business Computers -
Niceville, FL February 1995 to April 1995 Built, maintained, and repaired personal computer
assisted with the design and implementation of an internet access solution Engaged and
communicated with customers in order to maintain high service standards Onsite and phone
support experience Staff support 919 LSS February 1994 to February 1995 Publishing, Records
keeping Administrative communications and workgroup management Warehouse Manager The
Feed Bag - Fort Walton Beach, FL June 1992 to November 1994 Managed and distributed
warehouse inventory Sales and customer service Information Management Air Mobility
Specialist USAF - Elmendorf AFB, AK January 1990 to April 1992 Operated AT forklifts,
warehouse forklifts, K Loaders and tractor trailers Records keeping Tracked and processed cargo

for the USAF Military Airlift Command Build and moved cargo pallets Warehouse management
Education High School Diploma Crestview HS 1989 Skills Active Directory, System Admin, System
Administrator

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