Systems Administrator Systems Administrator Network Administrator Daly City, CA Award winning and highly accomplished Network Administrator with a strong desire to continually improve self and demonstrate the ability to easily understand new ideas and concepts. Comfortable handling multiple projects simultaneously while dealing with frequent interruptions and working in a high-pressure environment. Work Experience Systems Administrator Micromenders - San Francisco, CA March 2018 to Present Maintained network/server infrastructures for multiple clients working closely with client s C-level position employees ensuring network availability, stability, and performance on a day-to-day basis. Performed server and network administration on Windows Server 2008R2 - 2016 and it s components, Cisco LAN/WAN networking devices, and Cloud Email/Spam solutions such as Office365, G-Suite, Mimecast, and more. Diagnosed and quickly resolved all IT trouble tickets coming in through Connectwise ticketing system, phone, e-mail, or walk-ins, consistently meeting Micromender s service level agreement, which minimized users affected time with issues/outages. Implemented, configured, and troubleshot network firewalls, wireless access points, and switches. Instructed and assisted Network Operations Center Service Desk Engineers with trouble tickets requiring escalation. Created documentation for client s network infrastructure and consistently maintained 100% of all documentation proactively preventing the need for ticket escalations. Worked a rotating Afterhours schedule with weekend on-call support to maintain client s network uptime. Network Administrator United States Marine Corps 2011 to 2015 Collaborated with leadership to design and implement networks to better fit the needs of users Designed network infrastructure & system requirements and made appropriate adjustments to insure operational objectives were met. Performed server and network administration on Windows Server 2003-2012, Active Directory, MS Exchange, Local Area Network (LAN), Wide Area Network (WAN) and its components. Implemented and managed storage area network (SAN); this includes disk array configuration and volume management. Diagnosed and quickly resolved any networking problems minimizing downtime. Managed all network-related projects such as installation, maintenance, and troubleshooting of routers, switches, and firewalls. Ensured stability, availability and performance of the entire IT infrastructure. Supervised day to day operations ensuring

professionalism in all aspects   Instruct and assisted junior technicians in areas pertaining to network engineering, server   administration, and network security   Worked rotated off-hour schedules with weekend and on-call support to maintain consistent   system availability. Participated in the development, implementation and testing of disaster recovery procedures. Education Data Network Training School - 29 Palms, CA 2012 High School Diploma Jesse M. Bethel High School - Vallejo, CA 2007 Skills EXCHANGE (5 years), MAINTENANCE (5 years), NETWORK ADMINISTRATION (5 years), NETWORKING (5 years), ACTIVE DIRECTORY (5 years), Microsoft Office (5 years), Vmware (5 years) Military Service Branch: United States Marine Corps Service Country: United States Rank: Sergeant June 2011 to June 2015 Certifications/Licenses MCPS: Microsoft Certified Professional June 2013 to Present Additional Information Skills   Proficient in the following Internet standards and routing protocols: TCP/IP, OSI, OSPF, BGP, RIP, and EIGRP   Excellent knowledge of Infrastructure services such as Active Directory, LDAP, DNS, DHCP, IIS, and SMTP   5 years of hands-on network administration and support experience in a Windows Server and Desktop Operating System environments - Windows 2003-2016 Servers and Windows Desktop Operating Systems.   5 years of hands-on experience in Windows Active Directory & LDAP. This includes proven experience configuring and maintaining site & domain level GPO's.   Experience in administering VMware ESX 3.5 to 6.7, NETAPP Data On Tap, Orion Solarwinds, Microsoft Exchange, Office365, G-Suite, Mimecast Spam Solution, Axcient backup solution, Mozypro/Carbon Black, Adobe for enterprise environments.   Hands-on experience in Cisco Systems and Fortinet products.   Excellent technical skills in installation, setup, configuration, maintenance, support/monitor of servers and networking equipment.

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