Systems Administrator Systems Administrator System Administrator Dearborn Heights, MI

Technically skilled and quality-driven Information Technology professional with over 9+ years of technical, analytical, and customer support experience with various organizations. Authorized to work in the US for any employer Work Experience Systems Administrator Epsilon Data Management - West Chicago, IL September 2014 to Present   Oversees 6k Enterprise local systems activities with 24/7/365 support.   Manage team of 16 technicians at six sites.   Researched, planned and designed infrastructure solutions and configurations across various platforms.

Develop and overlooked multiple projects and associate budgets, SLA & constraints.   Extensive knowledge of Firewall, DHCP, TCP/IP, DNS, UDP, SNMP, SMTP, FTP, VPN, SSH, Nagios, Cloud backup and recovery. Wireshark, SharePoint, Citrix XEN, ControlUp console VDI, VMware, Webex, Microsoft Exchange, Active Directory, Casper, MDM and DEP.   Utilize Cyber Security Tool to protect and found vulnerabilities/ Firewall configuration   Documentation of servers and network installation   Coordinate IT and site teams to implement and administer Cyber Security Programs Support Local and remote users Worldwide, Over Hundred Locations (Onsite and Remote)   Install, Troubleshoot and setup PC, MAC and iDevices & set up complete workstation environments Support VoIP Phone, AD,Azure, Microsoft Intune, Exchange and share point, Firewall Security, Network setup   Provide XEN environment in XEN Director version 7.x and troubleshoot and modify XEN desktop by using vSpare   By using ControlUp check XEN environment for performance and provide analyze overview   Support and troubleshoot and setup VMware & Data center/VDI Server Support, Networking security and VLAN Config, Router/Switch Troubleshooting   Assist, perform design, flow and create best network environment for Epsilon user & Support testing and issue resolution associated with the cyber security programs and possible attacks   Manage all Mac & iPad through JAMF Casper Pro Suite.   CA Ticket System and ServiceNow Support   Skills Used SonicWall, Symantec, DHCP, TCP/IP, DNS, UDP, SMTP, FTP, VPN, SSH, Cloud backup and recovery. SharePoint, Citrix XEN, ControlUp console, VDI, VMware, Webex, Microsoft Exchange, Active Directory, Azure, RSA SecurID, Casper (JAMF) , VPN, Cisco.ServiceNow Infrastructure Project Manager US NAVY contractor - Manama August 2013 to September 2014

Assist and monitor Tech in Installing, setup and troubleshooting Network Equipment Including Radar System Help Desk, System Administrator, Server Maintenance.   Skills Used Installing, Setup, troubleshooting, analyze and report. Senior IT System Administrator Tie National LLC - Aurora, IL February 2012 to July 2013   Develop, maintain and monitor procedures for all server backups & data backup   Assist in the organization and inventory procedures for all server backup   Provide Network and desktop & IT support to over 90 users in two branch offices.   Data flow Analyst, security and environment Utilize Cyber Security Tool to protect and found vulnerabilities & Firewall Configurations   Installing and troubleshooting VoIP via Toshiba Phone system/ Telecom Customer Service Representative/Assistant Management/ Sales Consultant varies Companies - IL May 2004 to June 2008 Technician Project Westwood College - Woodridge, IL April 2007 to May 2008 Server, exchange server maintenance   VoIP, Toshiba, Trixbox servers/ Telecom   Help Desk troubleshooting user needs   Install and troubleshoot printers   Assist IT administrator with duties assign   Reconfigure the college network and Install New PC and software as required Education Bachelor of Applied Science in Information System Security Westwood College - Woodridge, IL October 2006 Skills Casper (5 years), Active Directory (8 years), Citrix (3 years), Networking (3 years), Exchange Server (3 years), Routers (3 years), Office Manager (3 years), VOIP (3 years), Vmware (3 years), Sharepoint (3 years), Mac OS X (4 years), Languages (10+ years), Network Security (3 years), Azure (3 years), System Administrator, SCCM, System Admin, LYNC Military Service Branch: ARMY Service Country: United States Rank: SPC February 2009 to Present Counter Intelligence/ Analyst and Adviser for US Military   Assist and manage Local Translator in US FOB in Iraq / Kuwait/ Jordan   Work and advise Enlisted and high rank Officers to better work with Locals   Work in BDOC Monitor BETSS-C and make communication between USF-ISF Monitor, assist, collect, analyze data and information   Advise and assist in security of the military base   Assistant Administrator, installing troubleshooting PC, Servers   - Using Cisco, POP3, VPN, Active directory, DNS, DHCP, SMTP, SSH, TCP/IP, UDP, Microsoft product and working in towers and satellite/radar signal transfer. Certifications/Licenses Information Security Manager (CISM) February 2016 to February 2018 Information Security Manager (CISM) Additional Information

Technically skilled and quality-driven Information Technology professional with over 9+ years of technical, analytical, and customer support experience with various organizations.   9 +year experience in managing Win clients by SCCM & manage all Mac & iPad through JAMF Casper Suite, for 10000+ pc.   4 +year of managing sites with IT activities such as troubleshooting Microsoft OS and Office problems, connectivity to the network, email, printers, phones, phone wiring, and network wiring   Effective communicator; proven ability to provide clear answers to non-technical customer questions.   Skilled in needs assessment, problem identification/resolution, process reengineering, inventory tracking, budget administration & coordinate and prioritize multiple tasks. Develop, maintain and monitor procedures for all server backups, data backup &Windows refresh Communicate IT plans, policies and technology trends throughout entire organization.   Extensive experience with Microsoft Active Directory services i.e. forest and domain design, policies, trusts, replication, and topology, Microsoft Active Directory Federation Services (ADFS) and integration with various products.   Excellent understanding of network protocols.   Strong experience in software deployment/distribution using SMS/SCCM, for 25,000+ pc.   Good with Troubleshooting application and security related problems.   Effective Team player with Good Communication and Interpersonal Skills.   Experience in side-by side migration from SCCM 2007 to SCCM 2012 Experience in AD to create user accounts, AD groups, GPO, OU & map drives & add users to AD groups, create new GPOs, modify OU structure, assign membership, reset passwords. Skills: Operating System: Windows 10/8/7/Vista/XP   Servers: Windows server 2003, 2008, 2012 & 2016 Deployment tool: SCCM 2007, 2012 & Casper Email: MS Outlook, gmail Application Suite: MS Office, MS Project, MS Visio, Adobe   Operating System: Windows 10/8/7/Vista/XP   Servers: Windows server 2003, 2008, 2012 & 2016   Remote Access software: TeamViewer, LogMeIn, Symantec PCAnywhere, RDP

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