Lead Systems Administrator II/Lead Systems Analyst II Lead Systems Administrator II/Lead Systems Analyst II Lead Systems Administrator II/Lead Systems Analyst II - ARKANSAS BLUE CROSS BLUE SHIELD North Little Rock, AR Work Experience Lead Systems Administrator II/Lead Systems Analyst II ARKANSAS BLUE CROSS BLUE SHIELD - Little Rock, AR February 2014 to Present Lead Systems Analyst I May 2008 to February 2014   Providing support for Actuarial Department Hardware (division based) and Software (Division/Data Center Based), Domain and Data Center Support   Planning, designing, installing, training, supporting, monitoring, maintaining Microsoft Windows servers - physical & virtual, (40)/desktops (40-45), HP printers   Researching new server-based/desktop hardware and software products for recommendations   Provide technical support, troubleshooting, maintenance, and upgrades to help clients maintain their SAS, Microsoft SQL database infrastructure and other desktop applications.   Manage the successful delivery of projects on strict schedules and budgets   Provide a systematic communication of project status and key milestones to all clients   Respond to customer requests for product or solution information   Performing as a team leader: providing oversight, assisting and leading team members.   Providing Advanced Desktop Support   SQL Systems Administrator   On Call Support Lead on Disaster Recovery for Server/desktop   Lead on Audits for Server/desktop   Apply security patches, maintained backups, and maintained Antivirus protection   Assisted with budget, ordering of new server/desktop equipment   Created procedures and documentation of the domain/servers/desktops/applications Micro Senior Systems Analyst ARKANSAS BLUE CROSS BLUE SHIELD - Little Rock, AR May 2000 to May 2008   Configured, loaded, maintained Software, troubleshoot, apply security patches and any other administration on 36 Windows Servers. These servers included Web servers (internal & external), application servers and SQL Servers. Supported clients in complying with IT security   Deliver ongoing software support for clients Project lead on many new projects for the for upcoming application/servers   Business Objects administrator   SQL Server administrator on assigned SQL Servers   On Call Support Rotation Support   Created procedures and documentation of the domain/servers/desktops/applications Systems Analyst ARKANSAS BLUE CROSS BLUE SHIELD - Little Rock, AR May 1998 to May

2000   Application Development for Cobol, CICS in Regular Business applications   Maintain and supported existing Cobol, CICS applications   Deliver ongoing software projects within timeframes for clients   On Call Support Rotation Support Senior Systems Analyst ARKANSAS BLUE CROSS BLUE SHIELD - Little Rock, AR May 1994 to May 1998 Systems Analyst May 1993 to May 1994 Application Development for Cobol, CICS in Medicare B applications   Maintain and supported existing Cobol, CICS applications   Deliver ongoing software projects within timeframes for client On Call Support Rotation Support Systems Analyst I OFFICE OF INFORMATION SYSTEMS DEPARTMENT OF HUMAN SERVICES - Little Rock, AR September 1989 to May 1993 Supervised two or three employees in installing, maintaining all terminals/microcomputers   Trained employees and prepared procedure manuals   Assembled, installed component pieces (hardware/software) of all microcomputers   Maintained installations and equipment movement schedules   Provided technical guidance and made presentations on proposals of equipment/software   Deliver ongoing software projects within timeframes for clients   Estimated cost/resource requirements/acquisitions of equipment and software   Application Development/Programming in Cobol/CICS   On Call Support Rotation Support Installer IV NCR - Little Rock, AR November 1987 to September 1989   Supported 789 Walmart stores and 17 Sam's stores on the retail application software.   Supervised two to three employees on two different shifts   Created and prepared training/procedure documentation   Installed and trained store customer personnel on basic application and use of the system   Performed data entry, programming or parameterization services   On Call Support Rotation Support Education Bachelor of Science degree Arkansas State University - Jonesboro, AR August 1987 Skills DATABASE, MICROSOFT SQL SERVER, SQL SERVER, SQL, DISASTER RECOVERY, COBOL, ACTIVE DIRECTORY, DNS, IIS, TCP/IP, ASP, ASP.NET, CICS, DHCP, TCP, VMWARE, DATA WAREHOUSE, EXCEL, MICROSOFT OFFICE, OUTLOOK Additional Information TECHNICAL SKILLS   Windows Server (2000, 2003 2008, 2012, 2014), Active Directory, DNS, DHCP, IIS, TCP/IP Protocols, backup, disaster recovery, Server installation (software & hardware), ESXI Server/VMware   Languages: Cobol, CICS, familiar with ASP.net   Database/Database tools: Microsoft SQL Server (2008, 2012,

2014, 2016) - System Administrator/DBA, SSIS, SSMS, Data extraction from Data Warehouse to SQL, AQT   Microsoft Servers: Application, Web, SQL, File, AD/DNS (Domain controllers) Microsoft Office Suite (Word, PowerPoint, Outlook, Excel), UltraEdit   Desktop support/installations (Software & hardware)   Supervisor/Lead Experience

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