

Systems Administrator Systems Administrator Systems Administrator Sterling, VA Result-oriented, IT professional, equipped with a decade of experience ranging from Desktop Support to Network & Server Administration with great communication skills and deductive problem solving. Current Public Trust Government Security Clearance. Work Experience Systems Administrator Segue Technologies Inc - Washington, DC November 2018 to Present Install, configure, and reconfigure computers, servers, Virtual Machines (VMs) and network hardware Maintenance and patch management of all computers, servers and network hardware (including installing windows updates and anti-virus definitions) Monitor systems to detect failures, poor performance and determine system availability Troubleshoot system failures, poor performance and correct accordingly to restore system availability Ensure that the production environment is fully functional and is performing as specified Ensure that systems and networks are running and available during the defined hours of operation Schedule systems operations activities and tasks on a recurring basis to minimize user impact and system down time Implement non-emergency service requests during scheduled outages (e.g. weekly maintenance windows) Maintain a complete inventory of agency hardware, licensed software and systems. Interface with other functional areas for day-to-day checks/corrections Comply with and enforce Interconnection Security Agreements and Memorandums of Understanding Ensure that service level objectives are kept accurate and are monitored Ensure all processes, manual and automated, are documented in the operating procedures and comply with the system documentation Monitor security controls and performance statistics, report the results, and escalate problems when they occur Ensure regularly scheduled jobs are submitted and completed correctly Perform configuration, security and design reviews/audits to ensure software, system, parameter, and configuration are correct and effectively support the needs of PFMD Complete incident reports when there are any production system outages, identifying application(s) affected, duration of outage and cause Maintain all IT resources in a secure manner in accordance with DOI NPS policies Network System Administrator Kyocera Industrial Ceramics - Hendersonville, NC August 2014 to Present Eastern Region Network System Admin with multi office including NY, NJ, GA, NC, TX. Configure, maintain, troubleshoot, and

update the Eastern Region Data Centers. Configure, maintain, and troubleshoot Hyper-V hosts & servers. (Server 2008-2012R2) Provide knowledge and skill-set in the advancement of the company's technology IT Dept. Research & Procure IT assets for Eastern Regional offices and act as vendor liaison. Manage & create users, groups, and machines OUs with Active Directory. Manage daily tape back-ups, as well as virtual back-ups with Veeam software. SCCM management & administration. Salesforce administration & support. Telecomm PBX & VOIP system administration & management. Sr. Technician Veterans Affairs (VA) December 2011 to August 2014 Provide Desktop support/End User support and troubleshooting for VA PCs, Peripheral devices, software, and hardware. Install various software including patches, updates, OS, and hardware, including printers, faxes, copiers and other peripherals. Utilize Remedy Ticketing System to complete Help Desk tickets in a timely manner. Develop and establish training for OI&T staff, managers, and other users. Generate & capture documentation of local Integrated Campus Support procedures. Research and acquire technical products to improve system functionality. Contractor Veterans Affairs (VA) - Washington, DC November 2009 to August 2014 IT Specialist Veterans Affairs (VA) November 2009 to December 2011 Directed entire aspects of several network implementations including network planning, design, testing, documentation, deployment, and maintenance of Windows based system. Administered production desktop and laptop images for distribution to client through VA Swimmage software. Provided complete Help Desk/End user support and troubleshooting for PC hardware, Microsoft Office, other standard software, and Microsoft Windows operating systems. Conducted software and hardware research, testing, and implementation including Windows operating system, Antivirus software (McAfee), hardware upgrade, and critical updates on Microsoft products. Maintained accurate PC related inventory information and managed all office PC systems including hardware, software, configuration, updates, and patches. Achievements: Identified as sole VBA office IT support for OVER 150 training managers for VA Challenge Training - a groundbreaking training accomplishment in how the VA prepares its staff. Provided IT Desktop Support for top level management, Directors, and the Secretary of the Veterans Affairs at the VA's annual National Level

Exercise event. Received letter of commendation in conjunction with a large scale Blackberry deployment within the VBA. Contractor Veterans Affairs - Washington, DC September 2008 to November 2009 Computer Technician - Independent Network Resource Inc. Responsible for installation of DELL computer systems throughout Veterans Affairs locations. Provided time-sensitive troubleshooting and configuration of PCs and other peripherals. Delivered mid-level networking, along with connectivity troubleshooting and setup. Worked as key part of a technical team in executive settings as well as other environments. Rendered out-of-box equipment to specific settings, as well as applied Government based images to the machines. Achievements: Advanced to Team Lead, supervising 5+ technicians on various sites, coordinating directly with executive customers and clients. Received several commendations and referrals for advancement. Education Information Systems American Intercontinental University Skills Cisco (3 years), Desktop Support (10+ years), Servers (5 years), System Administrator (5 years), Active Directory, System Admin, SCCM, hyper-v (5 years) Additional Information Network -LAN Hardware/Software Administration, Design, Installation and Configuration; TCP/IP Ethernet Networking; DHCP and Static IP addressing; Wireless Networking; Network Security; Cisco Switches/Routers, Hyper-V, Veeam, HP/DELL/PALO ALTO equipment, Solar Winds Monitoring.

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