## Darnell L. Ware

## SYSTEM aDMINISTRATOR | Security+ | Cloud CERTIFIED | ServiceNow CERTIFIED

* System Administrator with 4+ years of experience working in Active Directory, ITSM, application packaging and deployment, Cloud Infrastructure, and Windows OS.
* Knowledgeable in security fundamentals, Azure and AWS core technologies and concepts, and regulatory best practices.
* Earned Certifications: CompTIA Security+, AWS Cloud Practitioner, and ServiceNow Certified System Administrator
* Experienced in the Finance and Healthcare sector

## EDUCATIOn

**BACHELOR OF SCIENCE**

Shippensburg University of Pennsylvania

## Certifications

**CompTIA Security+** | ExpiresJanuary 2023

**ServiceNow Certified Systems Administrator** | Active

**AWS Certified Cloud Practitioner** | ExpiresMarch 2024

**Microsoft Certified: Azure Fundamentals**

**Microsoft Certified: Azure AI Fundamentals**

**Management and Strategy Institute Project Management Essentials**

## Professional EXPERIENCE

**System Administrator | PayPal 2020 – Present**

Identify recurring system and application issues in collaboration with infrastructure teams, product development, vendors, and other stakeholders in investigating and resolving cause. Work with other customer support personnel to establish life cycle equipment requirements as well as create hardware and software configurations.

* Deliver Tier 2 and 3 end user support for 1000 end users daily.
* Manage and track inventory through the full Asset Management Lifecycle with ServiceNow ITSM.
* Train new employees on software and company procedures.
* Conduct Active Directory configuration, group policy, and password resets.
* Support Windows and Mac OS users with issues ranging from software installation to debugging development environments.
* Conduct remote support via Bomgar and RDP.
* Analyze and configure Office 365 applications such as Exchange and Office.
* Troubleshoot network applications such as F5 BIG-IP and Zscaler Client Connector.
* Administer Cloud and SSO tools such as Azure and PingID.
* Assist sales teams with cloud applications such as Salesforce and Five9 Softphone.
* Troubleshoot Citrix Virtual Applications.

**IT Support Analyst | Penn Medicine 2018 – 2020**

Interacted with various healthcare stakeholders on IT infrastructure projects that improved the operation and maintenance of clinical systems.

* Configured and deployed 2000+ computers, laptops, and printers across the healthcare enterprise.
* Accomplished emergency workstation deployments over 4 months to aid COVID-19 efforts.
* Delivered multi-tier end user support to executive, corporate, and clinical staff enterprise wide.
* Imaged and build out workstations and Laptops through SCCM Server.
* Configured and supported EPIC Electronic Medical Record (EMR) systems before and during deployments.
* Installed and configured Mobile Device Management (MDM) applications to Android and iOS devices.
* Prioritized multiple project assignments and schedules on a weekly basis.
* Utilized Microsoft Active Directory administrative tools to enforce Security Groups and Group Policies.
* Provisioned security measures of Windows operating systems by implementing end-point security software installations.

**Lead Deployment Analyst | Jefferson Health 2018**

Managed the field operations of the Jefferson’s Health migration to Electronic Medical Record (EMR) System. Coordinated with project teams in the planning, execution, and operation of the system deployment.

* Managed a team of 12 technicians across three different hospitals.
* Created floor plans for current state assets and anticipated deployments.
* Developed and maintained a shared database of all systems.
* Developed customer support policies, procedures, and standards for a technical staff.

**IT Support Intern | Sadler Health Center 2017 – 2018**

Delivered Tier 1 support for 75 clinical end users daily. Provided technical information to non-technical personnel in a customer-friendly matter.

* Managed ticketing queue using Solarwinds Ticketing System
* Resolved various technical issues for end user smartphones, laptops, and Workstations.
* Conducted Active Directory configuration, group policy, and password resets.
* Developed and provided training documentation for hardware and software updates for clinical personnel.
* Serve as primary contact for software, hardware, and peripheral repair.

## skills

* Risk Management Ø System Administration Ø Identity and Access Management
* Windows OS Ø SCCM Ø TCP/IP
* HIPAA Ø Asset Management Ø Linux
* Azure Ø AWS Ø Project Management
* ITSM Ø ServiceNow Ø Active Directory