**Justin M. Quinn**

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#### **Experienced Network Administrator/System Analyst with User Support Concentration**

# **SUMMARY OF QUALIFICATIONS**

* Over 11 years’ experience troubleshooting and providing solutions in a network environment.
* Expert in working with users to resolve issues while maintaining a customer service focus.
* Proven ability to troubleshoot software and hardware problems to promote successful project outcomes and enhance efficiency.

# **PROFESSIONAL EXPERIENCE**

**Lockheed Martin Corp, Portland OR January 2009 to May 2011**

**Full Time 40 Hours+ Per Week**

***Enterprise Windows Administrator***

* Managed Microsoft Windows 2008 Servers at remote locations worldwide. Servers running Citrix, Print Management, McAfee Antivirus and proprietary applications.
* Migrated Windows servers to VMWare ESXi and worked with remote sites to migrate data to network storage.
* Coordinated resolution of Remedy trouble tickets from user and administrator locally and at remote sites.

**ETI Professionals, Norfolk VA July 2008 to December 2008**

**Full Time 40 Hours+ Per Week**

***IT Troubleshooter***

* Performed computer systems administration and customer support tasks in a complex network environment involving support to multiple logistical sites.
* Responded to a variety of failures: re-imaging customer workstations, applied complex troubleshooting techniques to isolate causes of problems and user errors, controlled system security, and extended system capabilities to support requirements.
* In cases of system failures, made quick fixes to restore operations, developed recommendations, and worked with team members to implement changes.

**Scientific Research Corporation, Charleston SC March 2005 to March 2008**

**Full Time 40 Hours+ Per Week**

***SubSMS System Analyst* October 2006 to March 2008**

* Performed software testing and document revisions of Submarine Single Messaging Solution (SubSMS) software in a lab environment.
* Acted as technical consultation to project management personnel for hardware upgrades and helped develop standard configurations for new software platforms.
* Coordinated and assisted on software installs of systems being utilized in the fleet.
* Provided workarounds and solutions to problems encountered during certification and operation of SubSMS systems.

***ADNS Software Tester* May 2006 to October 2006**

* Performed software testing of Automated Digital Network System (ADNS) software in classified and unclassified lab environments.
* Troubleshot and resolved software and hardware issues encountered during testing in order to meet time sensitive deadlines.
* Documented and tracked software flaws and vulnerabilities using Bugzilla bug tracking software.
* Created back ups of current system configurations using Norton Ghost software.

***DMS Subject Matter Expert* March 2005 to May 2006**

* Coordinated and installed unclassified, secret and top secret Defense Message System (DMS) enclaves on 3 Navy ships.
* Provided help desk support for 15 ships resolving over 150 Remedy trouble tickets in a 12 month period.
* Performed quality assurance testing on software upgrade packages to ensure ease of installation as well as a transparent transition to users.
* Configured and troubleshot Cisco routers and their configuration in an operational environment.
* Developed, tested and created documentation on proposed VMWare dual server configurations to address space constraints and simplify processes for fleet users.

**U.S. Air Force, Keesler Air Force Base March 1999 to March 2005**

**3C051 Communications/Computer Systems Operations Journeyman**

**Full Time 40 Hours+ Per Week**

***Senior Exchange Engineer***

* Directed implementation of DOD’s newest secure and encrypted e-mail program DMS and supported over 80 base DMS users.

 Primary Exchange Engineer responsible for installing and maintaining 6 Exchange 5.5 servers with over 9,000 mailboxes on cutting edge Dell servers.

* Instrumental in the transitioning and consolidation of 10 Windows NT servers to 6 Windows 2000 servers in an Active Directory environment.
* Managed Symantec SMTP mail relays, providing additional layer of virus and anti Spam protection for Keesler AFB by using Real-time blacklist, heuristic anti-spam engine, custom blacklist and subject line blocking.
* Acted as a member of a disaster recovery team exercising current plans and revised processes as needed to meet new requirements and address senior leadership concerns.
* Coordinated and assisted Windows 2000 to Windows XP pro migration and implemented new computer name guidelines to enhance continuity in future projects.
* Installed, troubleshot, and managed Blackberry enterprise server and coordinated with over 40 users.
* Held a Secret clearance and solely managed a 400+ user classified network including DNS, DHCP, file servers, exchange servers, and classified DMS systems.

### **EDUCATION**

* CompTIA Security+ Certification
* Completed 4 semesters (400 hours) of Cisco Academy Training in 2000 and 2001
* Attended and Completed the following Microsoft Curriculum:
* Windows 2000 Pro and Server Administration in 2003
* Windows 2000 Active Directory Implementation in 2003
* Transitioning from Exchange 5.5 to Exchange 2000 in 2004
* Implementing Windows XP Pro in a Network Environment in 2004