**Murat Muskara**

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Systems Administrator

Technical Expertise

**Operating Systems**

Windows XP/7/Vista/8 Server 2003/2008/2012

**Software/Tools**

Ms Office Suite 2003/2007/2010/2013 Connectwise Avaya

VMWare Sonicwall Android

Blackberry Ent. Server Micros POS/PMS Jonas

Spiceworks Apple iOS Norton Ghost 2010/2012 Norton BackUP Exec 2010/2012 Great Plains Aruba

MS Lync/Communication Microsoft Server 2008/2012 Windows Firewall

Norton Partition Magic VNC Windows Virtual PC

**CERTIFICATIONS**

Computer Tutors- **A+ certified**

Computer Tutors- **N+ (In Progress)**

Computer Tutors- **MCITP (In Progress)**

**Professional Experience**

Seagate Hotel & Spa, Delray Beach, FL 11/2013 – 04/2014

**IT Manager/ System Administrator**

* Oversee all IT operations at 4 separate locations
* Conduct in-depth technical analysis of all systems including disaster recovery and business continuity
* Reviewed and reduced asset management by decreasing inventory
* Renegotiated vendor contracts and reduce cost by 12%
* Increased network efficiency by 15% by re-configuring routers between sites.
* Set and met budget goals on all IT projects
* Set and establish vendor relationship
* Oversaw multiple projects of various sizes resulting in an on time and on budget completion
* Manage Active Directory
* Successfully completed Google Apps Migration from previous host
* Processes bids and acquisitions for all hardware and software
* Test and implement IT related projects
* Acting project coordinator during implementation of Great Plains/Microsoft Dynamics ERP

Canyon Ranch, Miami Beach, FL 09/2011 – 11/2013

**Junior Systems Administrator**

* Provide 2nd level user support for all PC/Printer/Peripheral problems
* Perform tasks on main Windows servers
* Manage Active Directory by setting GPO’s and OU’s
* Assist with helpdesk and onsite coverage for all IT Systems
* Complete installation and maintenance of voice/data distribution systems
* Lead migration project of workstations from Windows XP to Windows 7
* Lead migration project of Exchange 2003 to Exchange 2010
* Operation and maintenance of the PBX, voicemail, and TV distribution system
* Maintain ownership of all IT and non IT related issue(s) until further resolved
* Maintain detailed inventory of all hardware and software
* Install and configure all new PC equipment and software according to Canyon Ranch Hotel & Spa standards
* Set, implement, and perform backups through Backup Exec
* Provide support to Citrix, Micros, Opera and HotSOS users
* Responsible for moving, adding, and changing telephone equipment, and maintenance of records and documents.
* Monitor network to ensure network availability to all system users and perform necessary maintenance to support network availability
* Maintain ownership and accountability of problems and incidents until resolved and complete.
* Monitor progress on problem resolution and communicate feedback to management and guest(s).
* Adhere to established department policies, standards, procedures, and improvement principles.
* Key member of the Safety committee.
* Adhere to all Leading Hotels of the World strict guidelines/policies.

Symbits, Miami, FL 02/2011 – 06/2011

**IT Support Dispatcher and Administrator**

* + - * Communicated and oversaw day-to-day delivery of support services and project work to all clients
      * Coordinated, tracked and managed technician resources and scheduling though PSA tool Connectwise
      * Primary communicator of status and resolution both to customers and internally
      * Contributed to company and clients by suggesting utilization of software and hardware
      * Provided assistance for malware/virus/spyware removal
      * Provided e-mail assistance
      * Troubleshoot hardware/software related issues
      * Introduced innovated job flow strategies

**Personal Experience** 2004 – Present

* Provided private tutoring on Microsoft Windows operating systems
* Experience in computer repairs and in-home network setups, spyware/malware removal

**Education**

Broward Community College- **AA**

Florida State University - **B.S. Information Technology**