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| **TOMAS CONCHA** | 16396 SW 47 TER🟇 Miami FL, 33185  (786) 246-4789 🟇 tomasbconcha@hotmail.com  <https://www.linkedin.com/pub/tomas-concha/96/162/5b3> |

**System Administrator** – **Cyzerg**

*Network/Security Administration 🟇 System Design/Development 🟇 Process Improvements*

Solutions-oriented, bilingual Data Center Engineer with a solid background in developing and implementing complex infrastructures and technical solutions for industry leaders. High expertise in the design, installation and configuration of network systems to drive company growth and technical innovation. Strong project management skills with a proven track record of directing numerous large-scale technical projects, completing each on time, under budget and adhering to all strict project requirements. Master troubleshooter, proficient in determining system requirements and resolving technical issues quickly. Outstanding communicator with a strong work ethic and an ongoing goal of ensuring technical solutions consistently meet or exceed business objectives.

**Core Competencies**

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| * Network Design/Administration | * Server/System Administration | * Process Improvements |
| * Data Center Design | * Help Desk Support | * TCP/IP/LAN/WAN |
| * System Maintenance | * Network Enhancement | * Troubleshooting |
| * Active Directory/Exchange | * Project Prioritization | * Deployment |

**Technical Skills**

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| **Programming/Scripting:** | VBScript, Powershell |
| **Comm. Protocols:** | SMTP,POP3,HTTP,SNTP,FTP,SSH,TCP/IP |
| **Database:** | Oracle, SQL, MySQL |
| **Web Servers:** | Apache Tomcat,IIS, Oracle Weblogic |
| **Network Monitoring:** | Kaseya, Solarwinds, Wireshark, Whatsup Gold |
| **Virtualization:** | VMWare (ESX/ESXi), VirtualBox, Hyper-V |
| **Platform:** | Windows, Linux(Redhat, CentOS, Oracle Linux) |

**Professional Experience**

**Trax USA Corp 🟇 Miami, FL**

**IT Manager 🟇 2008 - Present**

**Network Administrator 🟇 2007 - 2008**

**IT Manager**

* Assemble and oversee an IT staff consisting of three Network Administrators, one Oracle Database Administrator and two Help Desk Technicians. Manage all new hires from the ground up; directly responsible for interviewing, hiring and training all new IT candidates.
* Develop a yearly project plan illustrating departmental and company-wide goals, recommending and delivering technical projects that enhance company productivity and maintain security Best Practices.
* Install Trax software at customer site and provide installation training and technical assessment; document Infrastructure Guide to allow customers to build and spec their hardware/software.
* Design, implement and deploy SaaS/IaaS model for new and existing customers to coordinate staffing, hardware and software planning as well as marketing and selling processes.
* Manage IT Ticketing system for supporting internal and external users. Review IT Department weekly status reports on all projects and open tickets.
* Ensure safety, security and availability of data and systems by designing comprehensive Backup Procedures in addition to creating, implementing and testing the Disaster Recovery Plan.
* Carry out RDS deployment with VM replication using Quest vReplicator and VMware ESXi 5.5. Improve Network security by implementing VLANs.
* Led the efforts to define, analyze and implement technical and functional improvements.
* Design and implement highly redundant Oracle Database infrastructure using RAC and Oracle VM.
* Review software and hardware inventory to meet Software License Agreements. Assist in sales demos with any technical questions that may arise.
* Direct the integration and consolidation of newly acquired companies’ IT infrastructures within existing corporate IT environment with minimal downtime.
* Managed the process of establishing the scope of projects, business and technology analysis, development and testing requirements throughout system development lifecycle.
* Design Data Center infrastructure for Hosting services and in house operations.

**Network Administrator**

* Took ownership of all IT tickets, using Bomgar to quickly resolve Level I and II requests in a timely manner; thoroughly document each ticket accordingly, escalating issues beyond my scope to IT Manager.
* Produced business-focused architecture and solution design with technologies including virtualization/cloud computing, web servers, web infrastructure and applications, storage, content management, networking and security.
* Process all Oracle Database imports provided by customers and troubleshoot any issues arising from these imports.
* Effectively manage multiple priorities while consistently delivering quality work; directly responsible for:
* Review and deliver Backup Tape media on a daily basis.
* Document Backup Procedures.
* Troubleshoot network peripherals.
* Implement PC Images using Norton Ghost.
* Manage Hardware and Software Inventory.
* Rack and Stack servers.

**Banco Colpatria Miami Agency 🟇 Miami, FL**

**Security Systems Administrator 🟇 2005 - 2007**

**Systems Operator 🟇 2003 - 2005**

**Security Systems Administrator**

* Established all network security policies with a goal of strengthening system/network security and business-continuity planning. Closely monitored Network Reports associated with security on a daily basis.
* Successfully managed Exchange Server and Windows Server environments, ensuring that assigned systems were engineered, configured and optimized for maximum functionality and availability.
* Responsible for hardware and software applications for workstations, servers and network data communications. Collaborated with executive management and department leaders to assess network capacity needs.
* Created, prepared and delivered Network documentation to FEDS personnel on yearly basis.
* Facilitated and led weekly meetings with IT team based in Bogota, Colombia to discuss open IT issues and new projects to be completed.

**Systems Operator**

* Distribute Daily reports generated by Daily Closings (AS/400); run end of day, end of month and end of year bank closing processes (AS/400).
* Utilize well-developed technical skills to add/delete users in Windows Server 2003 AD environment as well as troubleshooting printer issues and managing all aspects of Disaster Recovery testing.
* Performed monthly Tape Backup inventory in Iron Mountain.
* Provide day-to-day oversight of IT infrastructure, VOIP phone system, network security and outsourced vendor relationships.
* Work closely with management team to identify strategic IT initiatives and facilitate the adoption of technology-based solutions.
* Monitored and drove accountability for all IT projects and services including delivery, performance and functionality.

**Additional Credentials**

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| **Certifications**  **Education**  **Awards**  **Languages**  **Interests** | Microsoft Certified Systems Engineer (MCSE)  Microsoft Certified Professional (MCP)  Miami Dade College, Miami, FL: 2013  *Associate of Arts in Computer Science*  Manager of the Year, 2010  Fluent in English, Spanish (verbal and written)  Running, Music, Movies, Soccer. |

**References Available Upon Request**

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