
Dale-Anthony Hines

System Administrator

dahines87@gmail.com

SUMMARY

Quality-driven senior Windows System Administrator with more than 10 years of experience proactively taking measures to reduce and combat security threats and boost system reliability.

SKILLS

Windows server administration, Active directory, Azure Active Directory, R, SCCM administration, Microsoft Office 365 administration, Powershell, Hyper-V, Helpdesk management, Hardware and software troubleshooting, MS Excel, MS Word, Desktop Support.

EXPERIENCE

Wisynco Group Ltd, Jamaica - *Senior System Administrator*

JULY 2018 - PRESENT

- Implement SPF and DMARC records in Office 365 resulting in a 90% reduction in phishing emails.
- Migrate file servers to a new storage platform without disrupting business operations (no lost data or downtime).
- Deployed Azure Multi-factor authentication and conditional access policies, delivering increased security and a positive user experience.
- Manage Hyper-V host environment with over 100 virtual machines, providing 99.9% uptime for internal customers.

Wisynco Group Ltd, Jamaica - *Senior IT Technician*

JANUARY 2012 - JULY 2018

- Configured SCCM environment to manage application and software update deployment to 650+ windows workstations.
- Automated helpdesk tasks with Powershell scripts and group policy resulting in a 45% reduction in support calls.
- Configured and deployed Fortinet Forticlient antivirus client to all windows workstations bolstering endpoint protection against threats.

EDUCATION

University of the West Indies, Mona - *Bachelor's in Computer Science*

Certifications: Microsoft Azure Administrator Associate, CompTIA A+, CompTIA Network+, Google Data Analytics Professional.