**DENNIS C. SMITH**

Chicago, Illinois • (773) 860-7240 • [dsmith837@yahoo.com](about:blank) • [linkedin.com/in/dennis-smith-server-engineer](about:blank)

**SUMMARY**

A results-oriented **Senior System Administrator,** with extensive experience in troubleshooting and diagnostics across several diverse industries. A proven ability to train end users and design systems tailored to their needs. Leverages a strong technical skill set and a record of successful server management, including hardware repairs and maintenance, configuration, and virtualization to craft and implement solutions. Adept at grasping concepts quickly and converting business needs, fulfilling initiatives across an organization. Skilled in Active Directory administration, PowerShell scripting, and group policy design. Committed to delivering exceptional customer support and optimizing system performance to drive organizational success.

**TECHNICAL SKILLS**

**Operating Systems:** Windows 9x-7, Windows Server 2003/2008, Novell Netware

**Software:** Microsoft Office, Exchange Server, Adobe Photoshop, McAfee, Symantec Ghost, Veritas Backup, Partition Magic

**Hardware:** Intel/AMD Base PCs, CPUs, System Boards, RAM, Printers, Hubs, Switches, Routers

**LAN/WAN Technologies:** Ethernet, TCP/IP, DHCP, DNS, IPX/SPX

**Tools:** PowerShell Scripts, LANDesk, Remote Desktop Protocol, File Transfer Protocol

**Ticketing Systems:** Peregrine, BMC, Remedy Service Center

**Languages**: C++, HTML, CSS

**CORE COMPETENCIES**

Active Directory | User Experience | Moves and Migrations | Project Management | Server Builds | Reporting and Documentation Virtual Configuration | Policy Design and Testing | Systems Design | Diagnostic Oversight | Process Optimization | Updates and Patches | RAID Configuration | Inventory | Technical Excellence | Training | Hands-On Approach | Efficiency | Accuracy

**EXPERIENCE**

TRANSUNION LLC, Chicago, Illinois, **Windows Server Engineer,** 2015-2024

Managed server builds, repairs, installations, and configurations, including virtual servers. Coordinated with vendors, contractors, and internal teams to implement projects. Troubleshot and resolved hardware and software problems. Supported Cisco USC servers. Fixed and replaced damaged hardware peripherals. Participated in 24x7 on-call rotation.

* Installed, monitored, configured, troubleshot, and administered a Windows Server environment for 2,600 servers.
* Installed Windows server security patches to meet monthly compliance, using Microsoft System Center Configuration Manager (SCCM).
* Developed and planned strategies for software upgrades.
* Collaborated with third-party vendors (Microsoft, VMWare, Cisco) to resolve complex issues.
* Administered, created, modified, and removed Active Directory accounts.
* Executed pre-written PowerShell scripts.
* Performed work independently, making key decisions for optimal operational results.
* VMware Administration:
  + Migrated virtual servers, modifying system resources (CPU, RAM, disk space).
  + Troubleshot virtual guest and located points of failure.
  + Used VRO and vSphere to build and decommission VMware servers.
  + Created, changed, and deleted virtual servers upon request.

UNISYS, Chicago, Illinois

**Windows Server Engineer,** 2011-2015

Troubleshot server OS / hardware issues for a City of Chicago enterprise. Monitored server health each day. Oversaw server parts repair and replacements. Oversaw Active Directory administration. Performed physical server moves and racking. Documented relevant configurations, processes, and procedures. Identified, designed, and tested group policies.

* Provided server builds for Dell / HP and Windows.
* Managed RAID configuration.
* Managed virtual server configurations and builds for VMware.
* Provided MS Exchange administration and oversaw MS Outlook upgrades.
* Added, removed, and updated user account information and reset passwords.
* Conducted reporting, using PowerShell scripts.
* Coordinated with vendors and contractors as needed.
* Planned, managed, and implemented individually assigned projects.
* Applied operating system updates and patches.

**ADDITIONAL EXPERIENCE**

UNISYS, Chicago, Illinois, **Tier 2 Engineer,** 2006-2011. Serviced all municipal desktops for the City of Chicago. Maintained PCs in Microsoft and Novell environments. Coordinated and escalated issues to IT directors as needed. Troubleshot all software issues. Responded to incidents through web-based ticketing system. Communicated effectively with employees to help diagnosis and resolve technical issues. Repaired computer hardware / software and printer-related issues. Resolved issues remotely with LogMeIn, LANDesk, and Remote Desktop Protocol. Reimaged systems. Met deadlines while working under unsupervised. Recorded all serviced systems into inventory database.

GOOD DEAL.NET, Chicago, Illinois, **Customer Service / Computer Sales,** 2005-2006. Consulted customers to better understand service need and later relayed that information in technical terms to better assist technicians. Priced services for computers. Maintained presentation of store, including disposing waste, cleaning display windows, organizing products on shelves, pricing inventory, and cleaning and organizing storage rooms. Addressed technical issues and servicing process over the phone. Operated a POS system.

SYSTEM DEVELOPMENT INTEGRATION / BROOKSOURCE, Chicago, Illinois, **PDA Technician,** 2005. Acted as project manager, reporting and creating complex spreadsheets of schools, classrooms, workstation service requirements, and service status for an average of ten schools per day. Coordinated administrative and maintenance staffs for security entry to computer stations. Imaged and configured PDA software. Installed software for all devices. Set up and configured MAC and PC workstations to behave as sync stations for first grade teachers.

GADS HILL CENTER, Chicago, Illinois, **Computer Technician,** 2003-2004. Provided hardware, software, and network maintenance for 55 workstations. Created Cat5e Windows 9x and XP-based networks, fine-tuned Pentium Systems for maximum performance, and performed installations of Windows XP on Dell Systems. Oversaw security internet usage for children. Installed and maintained network printers. Configured TCP / IP protocols for static and dynamic IP addresses (DHCP) and mapped logical drives for file sharing. Diagnosed network performance, using C-prompt / DOS and WINIPCONFIG, kept virus definitions and OS patches updated, and trained users with MS Office and internet searching.

BENCHMARK COMPUTERS, Urbana, Illinois, **Computer / Bench Technician,** 2003. Built PCs, installed, removed, and substituted software. Updated operating systems and designed systems with multiple OS for dual booting. Partitioned logical drives, using Partition Magic and fdisk. Performed hardware maintenance for CPUs, motherboards, and physical drives.

**CERTIFICATIONS**

A+, Network+, MCP, MCDST, MCTS Exchange Server 2007, Dell Desktops, HP Desktops

**EDUCATION**

ROOSEVELT UNIVERSITY,Chicago, Illinois, **B.A. in Computer Science,** 2005

PARKLAND COLLEGE, Champaign, Illinois, **A.A.S. in Management Information Systems,** 2003