

Summary	Server and Storage Administrator Motivated for Advancement
Skills	Server/Cluster Builds and Decommissioning Backups Monitoring and Troubleshooting Patching and patching Verification Physical, Remote, and Virtual Administration and Healthchecks Punctual Organized with Inventory and SOP Documentation Trained in Organizational Process (Incident Management, Change Management, Service Request Management, Remedy) Experienced in Training new employees Good Phone, Email, In Person and IM communication with Systems and Networking Professionals Familiar with HP, Dell, Netapp, Symantec, Supermicro, Microsoft, Linux, VMWare
Education	Certified in A+ CE, Network+ CE, Security+ CE, Storage+ (Lifetime), MTA/MCP Server Fundamentals, VMWare Vsphere: Skills For Operators, studying for CASP Associate In Arts Computer Science

Work History

February 2015 to Present: Epsilon, Inc. IT Specialist – Mid/Senior

- Systems Administration of the Private Cloud

August 2014 to February 2015: Epsilon, Inc. IT Specialist - Mid

- Remote Desktop Assistance to End Users experiencing issues with Software Functionality/Updates, Website Access, Network Connectivity and Escalating Systems and Network Level tickets to proper departments
- Microsoft Active Directory Users and Computers console, Microsoft Remote Assistance and Remote Desktop Connection, Java updates, BMC Remedy
- Used Online knowledge base as well as help from Tech Leads

September 2013 to August 2014: Apex Systems, Inc. Refresh Tech

((For Navy/Marine Corps). Same job, 2 different Staffing companies)

- Country-wide large-scale seat refresh and data migration and next-day follow-up
- Follow-up could lead to general software configurations/fixes such as rebuilding Outlook user profiles and helping customers find PST files, rebuilding Windows user profiles, forcing software updates, getting customer connected on the help desk phone, covering variances from the day before, Troubleshooting network connections (cat, fiber)
- Work on a high number of teams, a new one with each new site, communicating the site contacts in charge of the current roll; Trained several new employees
- Did other projects including XP-7 Upgrade using System Center Configuration Manager image and desktop component replacements.

October 2012 to September 2013: The Experts, Inc. Refresh Tech (same position as above, different contract)

July 2012 to October 2012: Abbttech Professional Resources. Small Desktop Refresh project

March 2011 to July 2012 (between job activities): Barrister Global Services Network Field Computer/Printer Break/Fix - Independent

November 2011 to March 2012: Newagesys, Inc. Desktop and Server Admin Assistance

March 2011 to June 2011: Scentsa Media Networks for Media Systems Deployment project