

MIGUEL ESTREMER

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PROFESSIONAL SUMMARY

IT infrastructure professional with extensive experience in System/Server Administration, anti-virus software installations, LAN/WAN networks, and TCP/IP protocols. Possesses excellent documentation skills throughout the project lifecycle and is very comfortable interacting with clients. Has installed, administered, and maintained various servers and systems such as SQL Server, Windows Servers, and Avaya Systems. Displays a great ability to manage the technicians and infrastructure of various sites simultaneously and communicate project tasks and goals to team members effectively in both English and Spanish.

TECHNICAL SKILLS

Infrastructure/Servers: TCP/IP Protocols, network security, Cloud-based solutions, Cisco routers/switches, WAN, LAN, Juniper/Avaya Networks, DHCP, DNS, VoIP, VLAN, VPN

Servers: SQL Server, MS Windows Server, IIS Servers, Active Directory, ISA Server

Software: Symantec, Veritas Backup, Brighstor

Operating Systems: Windows, Apple OS, Unix

Tools: FTP, MS Office, Office 365

WORK EXPERIENCE

ITX Puerto Rico, San Juan, PR

04/2007 – Present

IT Infrastructure Specialist

- Provide consulting services to clients consisting of maintaining existing customer environments, creating new environments and offering the best cost effective solutions. Most of the environments are big networks consisting over 12 windows servers (from SQL Servers, exchange servers, file servers, application servers, web servers and operating systems like server 2003, 2008, 2012) and over 100 users. I also work on medium and small networks with 1 to 5 windows servers and from 5 to 25 users.
- Administer SQL Server for various clients, maintain LAN / WAN networks, wireless solutions, and IP Telephony Infrastructure.
- Install and make recommendations regarding software/system upgrades and maintenance to clients.
- Implement SQL Databases while working with DNS and DHCP servers.
- Document all steps and procedures throughout the project.
- Provide cloud-based solutions as well as Backup and Disaster Recovery options to clients utilizing Hyper-V and VMware.

- Administered and maintained existing SQL Server and infrastructure of four (4) buildings with 10 servers, such as exchange servers, application, web server, file servers, while providing computer and end-user technical support, troubleshooting and remote/on-site computer support to over 25 employees. Interconnecting all buildings and users with main building datacenter.
- Protected the systems from external and internal threats and implemented Symantec anti-virus solutions on all systems, managing all servers, computers.
- Generated schedules for Veritas Backup, Brighstor, and Symantec scans to secure, verify and test data.
- Conducted Telephony Administration by creating and maintaining user data on the phone system.
- Documented all procedures and performed backups to various systems, including Avaya Systems.
- Formulated and implemented new projects regarding security and systems upgrades of servers and applications in order to upgrade company technologies and networks while lowering costs.
- Installed Cisco switches and routers and created VLAN, and VPN Tunnels.
- Granted access to the Juniper network and developed security protocols to secure and protect data in from external and internal threats.
- Managed mobile applications on daily basis with GoodLink and Blackberry server administration.

Rochet Business Technologies, San Juan, PR
IT Infrastructure Specialist

02/2005 – 04/2007

- Working with different types of clients, small, medium, big networks with more than 10 windows servers. Configuring file servers, application servers. Installing exchange servers, upgrading existing servers to new versions and migrations. Work with clients from 5 to 250 employees on different projects such as new implementations, server upgrades and exchange migrations.
- Configured LAN/WAN, TCP/IP, wireless solutions, backup and disaster recovery while providing project documentation throughout all phases of the project lifecycle.
- Offered anti-virus solutions and implementations using Computer Associates and Brighstor Arcserve.
- Implemented, maintained, upgraded and administered the IP Telephony (3 Com NBX implementations) VoIP Solutions with 3Com PBX, as well as the MS Active Directory Server.
- Provided VoIP solutions and participated in the implementation, recommendation, evaluation, and testing phases for the installation of equipment and software.
- Installed firewalls, surveillance systems, and gave training presentations to clients and executive personnel on the functionalities of new software/appliance implementations.

Caribbean University of Puerto Rico, Bayamon, PR
Network Administrator

01/2001 – 02/2005

- Maintained servers, managed users' accounts via Active Directory, and executed daily backups and upgrades to systems and patches.
- Administered Active Directory, Windows 95, 98, NT, 2000, XP, Unix, and Proxy servers while managing and overseeing five (5) technicians throughout three (3) different campuses.
- Directed the creation of extensions within the Avaya Definity/IP Office telephony network.
- Managed the "Blackboard" System (online courses) and developed, tested, implemented, and maintained various software systems.
- Offered recommendations that included cost benefits of alternative approaches regarding the installation of new or modified LAN or WAN segments, including communication lines, bridges, modems, multiplexers, computer hardware, and software.
- Directed, administered and ensure security, maintenance and operations of database systems.

EDUCATION

B.S. Electrical Engineering
Caribbean University of Puerto Rico

2002-

CERTIFICATIONS

- Certifications:
 - 3Com Puerto Rico (2005)
 - AVAYA (2003)
 - Microsoft Partner (2012)
 - Brighstor (2005)
 - Microsoft Cloud Solutions (2013)