

BUSINESS ANALYST / SYSTEMS ADMINISTRATOR

Summary

Systems Administrator experienced in server management, systems analysis, and database design.

Highlights

Operating Systems: Desktop-Windows 2000/XP/7, Server-Microsoft Server 2000/2003/2008 Server Administration: Active Directory, Group Policy, DNS, DHCP, IIS Applications: VBScript, SQL Server, Oracle SQL Developer, Sybase Central, Citrix, mPro, VMware, SCCM Client Center, Intelatrac, PIDatalink, WinBliss, ADMS, CA ARCserve Backup, Dell NetVault Backup, Bomgar, ServiceNow, Microsoft Office 2003/2010

Experience

Electronic Warfare Associates June 2010 to October 2014 Business Analyst / Systems Administrator
Cerritos , CA

- Provided 24/7 production support and maintenance of all Refining applications, including resolving connectivity and latency issues with Oracle and SQL databases, and provided IT services for the Carson Refinery Lab, which included installing, maintaining, configuring, and supporting servers, desktops & laptops, Microsoft operating system software (server and workstation), network and stand-alone printers & multi-function devices, label printers, lab instrumentation, barcode scanners, network switched Ethernet cabling, and performing Active Directory administration.
- Investigated and resolved complex operational issues with Refining applications and databases to ensure optimal performance and to maximize availability of applications Conducted research and testing of Refining applications to ensure compatibility with Windows 7 Composed detailed installation and troubleshooting documentation for reference by the team Monitored performance of applications and performed optimization to increase performance Performed routine preventive maintenance activities consisting of installing patches and updates, rebooting servers, and conducting 'lights-on' testing to verify availability of applications Implemented a system which enabled lab chemists to remotely access lab instrumentation to assist technicians with processing samples, resulting in decreased sample outsourcing costs Administered the lab domain controller and file server, creating and managing user and computer accounts, groups, policies, and IP addressing via DHCP, and ensuring optimum performance Performed audits and status updates on hardware and software assets to reconcile and maintain inventory and to track owner, location, and lifecycle, and to ensure compliance of software licensing Acted as the IT liaison between the lab, vendors, and other technical groups to resolve complex technical problems and to coordinate projects to ensure maximum availability of instrumentation Assumed support duties for the WinBliss label printers throughout the refinery, freeing up additional time for the lab staff to perform analysis Upgraded Engine Lab Unix server with dual fault-tolerant Unix servers to minimize downtime.

Electronic Warfare Associates March 2007 to December 2009 Systems Administrator
Fort Polk , LA

- Installed and serviced servers, desktops, laptops, LAN devices, and printers in a refinery environment for BP America.
- Provided prompt resolution to problems with applications, hardware, software, network connectivity, printers & multi-function devices, and remote access (VPN).
- Researched problems, implemented solutions, and repaired or rebuilt systems to restore functionality within established timeframes, resulting in reduced downtime and improved productivity Acted as the IT liaison between the customer, vendors, and other technical groups to resolve complex technical problems and to coordinate projects to ensure that deadlines were met Performed and verified server backups using CA ARCserve Backup.
- Managed tape inventory and coordinated tape exchanges with an offsite facility to provide disaster recovery capability Imaged and installed servers, which included requesting correct configurations for network ports and configuring DRAC/ILO cards so servers could be handed-off to data center in an expedient manner Trained and mentored users and less experienced team members on hardware, software and network operations to increase skills and abilities of fellow employees.

ELECTRONIC DATA SYSTEMS EDS January 2000 to January 2007 Systems Administrator
City , STATE

- Provided remote desktop support for multiple clients including Bechtel, Chevron, and Blue Shield of CA.
- Installed and serviced laptops, desktops, printers, phones, LAN & WAN hardware, and software in a manufacturing environment for Weyerhaeuser.
- Maintained service levels and high levels of customer satisfaction while acting as the sole SA supporting approximately 400 users at 6 facilities in 3 states.
- Acted as Subject Matter Expert (SME) on multiple accounts and conducted training sessions to improve skills and abilities of junior team members, resulting in increased first call resolution percentages Analyzed and resolved complex technical issues including hardware problems, network connectivity, operating system errors, application errors, wireless and remote access issues including dial-up, broadband, wireless and VPN resulting in increased productivity levels Prioritized workload in order to maintain contractual service levels and to ensure that each facility received sufficient and appropriate levels of response to maintain high levels of customer satisfaction Performed server room tasks such as upgrading servers, racking or unranking servers and networking equipment, and patching in network and phone connections to increase systems availability Provided 24x7 on-call support for my region, and also participated in a weekly on-call rotation for the Eastern US Zone field services team for the account to ensure service levels were maintained Received multiple 'Service Star' awards for excellence in customer service.

Education

MTI College Associate of Science : Microsoft Systems Engineer City , State
California State University Certificate : Web Applications Developer City , State
Skills

A+ Certified, Active Directory, ARCserve, Backup, broadband, cabling, Citrix, CA, hardware, controller, Client, clients, customer satisfaction, customer service, databases, Dell, desktops, DHCP, disaster recovery, DNS, documentation, Ethernet, IIS, inventory, IP, LAN, laptops, managing, access, Microsoft Certified Professional, MCP, Microsoft Certified, Microsoft Office, Windows 7, Windows 2000, 2000, network, networking, Operating Systems, operating system, optimization, Developer, Oracle and SQL, Oracle SQL, policies, printers, research, scanners, servers, SQL Server, Sybase, Desktop Support, Technician, phones, phone, troubleshooting, Unix, Unix servers, upgrading, VBScript, VPN, WAN, Web Applications
Military Service

U.S. Marine Corps, Honorable Discharge Â