**Austin Nwaenyi**

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### SUMMARY

Information Technology professional with over 12 years’ experience. Areas of expertise include software systems engineering, systems administration, software/hardware implementation, upgrade and maintenance of client workstations and servers. Responsible and detail oriented with strong organizational, analytical, problem solving, communication, and relationship management skills.

**PROFESSIONAL EXPERIENCE**

**Clark Atlanta University**

Microsoft Server 2003/ 2008, VPN (pptp), SFTP, limited experience with VMWare ESXi 4 and 5. StarRez, FormFusion, Banner 8.x, BDMS, ApplicationXtender, Argos, Intellecheck, Medicat, SQLServer 2005/2008.

**TechBridge**

Windows XP, Windows 7, Microsoft Server 2003/ 2008, SQL Server 2005/2008, Microsoft Small Business Server 2008, Microsoft Office 2003/ 2007/ 2010, Symantec Endpoint Protection, Symantec Backup Exec, Mozy Pro, Acronis Enterprise Backup, Carbonite Backup, Logmein, RDP/ Remote desktop protocol, Remote Desktop Connection Manager, Sharepoint, Active Directory, Exchange, Barracuda Web Filter, Barracuda firewall, Cisco NBX, Cisco Switch, iPhone, Android, Blackberry, Blackberry Enterprise Server, Blackbaud, Financial Edge, Patron Edge, Unix Server, Netopia modem.

**McKesson**

Microsoft Server 2003, Active Directory, large suite of McKesson proprietary applications such as but not limited to (Lawson, Paragon, HCI, EMR, Admin-RX, STAR, Series), VNC, SMS remote connectivity, RDP, Dameware

**Volt Workforce Solutions**

Microsoft Server 2003, Logitech, Cisco switch, PBX technologies, VOIP, RDP, VNC, Windows XP, Microsoft Office 2003/ 2007, DELL/ HP/ IBM desktops and laptops

**CNN/Turner**

Microsoft Office 2003, Windows Server 2003, Windows XP, REMEDY ticketing system, HP Proliant G series, Dell Poweredge servers, Isolon server, HP Blade Enclosure

**Clark Atlanta University** Atlanta, GA 10/2012 – Present

**Software/Infrastructure Systems Administrator**

* 1st 2nd and 3rd (infrastructure level) supported front end applications from proprietary software to ERP solutions for higher learning facilitation.
* Organized, performed, completed widespread upgrades and provided hand-off support for applications
* Created development and test environments in VMware for different departments
* Multi-tasking several high-level projects in line with ITIL standards
* 100% available to all of my clients engaging in transparency and broken down technical language to gain trust and understanding of their needs and my capabilities.
* Spearheaded automation and backup solutions for the university
* Resolved unprecedented issues and provided stop-gap solutions for larger issues until cohesive remediation was implemented.
* Identified root cause and recovered lost data pertaining to the university’s OCR environment
* Conducted several meetings presenting project outlines and briefing current situation in efforts to move towards efficient resolutions
* Maintained productive interpersonal business relationship with clients provided transparency and accountability for all tasks

**TechBridge** Sandy Springs, GA 10/2010 – 10/2012

**Help Desk Coordinator/ Field Support Technician**

* Worked in a 3 employee environment handling incoming trouble tickets and calls
* Tier 1 and 2 incoming client phone support
* Logged tickets per each call
* Maintained a High first call first resolution rate for incoming trouble issues
* Maintained predetermined department SLA for all trouble calls and logged tickets
* Active directory administration entailing network account creation, deletion, OU management and security permission changes
* Exchange server 2003/ 2007/ 2010 administration entailing user and group mailbox management, data archiving, security permissions management, Exchange store migration, Organizational Unit management and distribution list management.
* Remote desktop/ server assistance is conducted via Logmein web application
* Remotely supported over 150 users from different organizations
* Promoted to Field Support Technician
* Supporting over 12 different client organizations across the greater Atlanta metropolitan area
* Conducted scheduled site visits
* Managed client data backups via, cloud technologies, external tape backups and external hard drive backup solutions
* Acronis Backup image software was utilized for creating desktop and laptop images used for deployment
* Converted clients to more robust backup technologies and documented procedures for troubleshooting in company knowledge base
* Client network firewall management including white and black listing by way of smtp or domain recognition
* Created customer service reports after every site visit, cataloging all issues addressed during the site visit and recommended new technology for better efficiency.
* Acted as primary escalation point for trouble issues relayed from the help desk
* Conducted network and desktop/ laptop hardware installation, configuration and deployment upon procurement.
* UPS installation and power management software configuration on client servers
* Onsite virus detection, troubleshooting and removal
* Configured network modems in coordination with internet service providers, ISP.
* Changed rolls to serve as primary escalation point (EP) for the company
* Tasked to specifically deal with long term problem tickets
* Amassed information necessary and coordinated with third parties to assist with high-level trouble ticket resolution
* Performed on-site, emergency calls whenever deemed necessary

**McKesson** Alpharetta, GA 12/2009 – 10/2010

**Help Desk Coordinator**

* First Call Resolution for incoming customer call support with 90%+ resolution rate
* Supported over 500+ end users based at different hospitals on a national scale
* Supporting over 20 bio-informatics applications provided by McKesson technologies
* Trained under HIPPA compliance
* Trained clients over the phone on how to use McKesson products
* Active Directory administration entailing account creation, deletion and password resets
* Remote client support ranging from VNC, SMS, RDP and Dameware technologies
* McKesson application security administration. Network user account creation and auditing
* Dispatching unresolved trouble cases to tier 2 support
* Handled a large number of account creation requests for various hospitals in lieu of new staff additions
* Received valid certifications in several in house McKesson applications

**Volt Workforce Solutions** East Coast Region 02/2008 – 08/2009

**Regional Technical Support**

* Tiers 1, 2 and 3 support for the Volt East Coast Operations
* Monitored troubled issues via an internal web based ticketing system
* Setup and administrated a Microsoft Server 2003 network environment.
* Supported 60 - 100 users in the regional east coast
* Setup and administrated Exchange Server 2003/ 2007
* Provided second- and third-level support for all interoffice workstations as well as client and private-owner workstations and peripherals.
* Setup, configured and deployed new and existing client workstations
* Performed server backups, added new workstations, and maintained security permissions in active directory
* Setup and supported VOIP technology, local and wide area networks, and video communications utilizing cisco network devices.
* Troubleshot production environment desktop and network hardware as well as client PC and server software on an enterprise level
* Installed network hubs, routers, firewalls and switches, anti-virus software and anti-spam software

**CNN/Turner** Atlanta, GA 01/2005 – 01/2007

**Data Center Specialist**

* + - * Data Center/Server maintenance and troubleshooting.
      * Power and temperature monitoring and management.
      * Troubleshot network inconsistencies using packet monitoring applications as well has cat5e/cat6 testers
      * Network cable wiring
      * Assisted Engineering team with new server assembly and deployment
      * Handled incoming tier 1 level trouble calls and logged them via internal ticketing system REMEDY
      * Windows Server 2003/Windows XP build 2600/SP2 user AD and Outlook account troubleshooting.

**Education**

**DeVry** Chicago, Illinois

1 Year on CIS bachelor’s degree program.

**Gwinnett Technical College** Lawrenceville, Georgia

2 Years CIS, micro computer technology and certification coursework.