

RICHARD M. WILLIAMS

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WINDOWS SYSTEMS ADMINISTRATOR / ENGINEER

Multi-Certified (MCSE\MCSA\A+) IT professional with windows server administration, leadership, and software automation experience. Led, mentored, and coached a large team of system administrators in order to attain account SLA commitments. Proven ability to create and deliver solutions tied to business growth in an enterprise environment. Worked with automation tools to minimize labor hours, increase efficiency and reduce human errors.

Platforms: Windows NT / 2000 / 2003 / 2008 / 2012 / 2016 / XP / 7 / 8/ 10
Skills: PowerShell, Active Directory, Help Desk Support, Systems Administration
Applications: IPCenter, Ansible
Tools: Task Scheduler, Registry Editor, Wireshark, Advanced Firewall, Backup Software, AV
Other: Oracle VirtualBox

PROFESSIONAL EXPERIENCE

IBM, work from home 2006 - Present

Software Automation Engineer 2014 - Present

Design windows automation on over 100 IBM accounts.

- Designed, coded, tested, and implemented a high number of reusable windows automata across several IBM North America supported accounts, creating immediate savings in SA labor hours and reducing human errors.
- Developed automation for cleaning disk space, archiving logs, and performing CIS tasks which resulted in keeping servers compliant and reduced incident ticket noise for account System Administrators.
- Collaborated with accounts' Technical Team to create SOP documents, developing code to automate a manually performed procedure.

Team Lead 2010 - 2014

Led team of 50 + System Administrator. Championed tasks ranging from directing, scheduling, and assigning project work. Trained new hires, created, and published team room documents. Acted as backup Manager and supervised, coached, and counseled staff as needed.

- Developed hardware checklist for the Disney PMs to use and streamline RFS work for new hardware installations, contributing to higher productivity for SA and PM teams and increased customer satisfaction on completion of hardware RFS work.
- Represented team in daily Gold change board reviews as well as in daily Intel change board reviews, minimizing server outages and ensuring SA had everything in place prior to change, including back out plan, desk procedure, and recent successful full backups.

Windows System Administrator 2006 - 2010

Spearheaded a wide range of activities for over 3000 Walt Disney windows servers.

- Resolved hundreds of break fix incident tickets promptly and efficiently, helping to eliminate and/or minimize SLA penalties against IBM.
- Championed projects ranging from server relocations, server builds, san migrations, memory upgrades, NIC upgrades, internal / SAN drive volume expansions, MS patching, HBA firmware\driver updates, tool agent deployments, CBI remediation, server power relocation, and RILO\RSA remediation, meeting contractual obligations while helping customer drive server operational efficiencies.

WALT DISNEY, Burbank, CA

1998 - 2006

Senior Systems Administrator - BVHE Division

Configured, installed, and controlled over 70 windows servers. Oversaw operation and maintenance of applicable servers and delivered technical assistance and support to remote field users and onsite personnel. Conducted remote support for 50 + field sales users.

- Managed and responded to all monitoring alerts on server hardware and operating system related issues, thus minimizing server downtime and achieving server availability close to 100%.
- Facilitated tasks on laptops, internet modems, routers, firewalls, switches, cell phones, and printers by planning, coordinating and scheduling maintenance and upgrade activities as needed, reducing downtime of IT Services for remote sales team.
- Streamlined 1st, 2nd, and 3rd help desk level support to Disney's site-level personnel and organized and tracked laptop loaner equipment, facilitating more efficient end users with a higher level of satisfaction.

TRW SYSTEMS FEDERAL CREDIT UNION, Redondo Beach, CA; **Computer Room Supervisor****EDUCATION**

Bachelor of Arts (BA), Business Administration; emphasis in CIS,
Loyola Marymount University, Westchester, CA

PROFESSIONAL DEVELOPMENT

- Microsoft Certified Solutions Expert: Windows Server 2016 MCID 989714170
- Microsoft Certified Solutions Associate: Windows Server 2016 MCID 989714170
- CompTIA A+: Certification Verification CB0DTT5268 (Good For Life)
- Microsoft Certified IT Professional: sys admin (Retired) MCP ID 981686
- CompTIA Cloud Essentials Professional (Retired) Candidate ID sr5059930
- w2k8 AD configuration & network configuration (Retired) MCP ID 981686
- VMware Certified Professional on vsphere 4 (Retired) VCP086781
- MCSA 2003 \ MCSA 2003 Plus MESSAGING (Retired) MCP ID 981686
- MCSE - Microsoft Certified Systems Engineer (Retired)

AWARDS AND HONORS

- Thank you Awards - IBM 2006 - Present
Acquired over 10 "Thanks Awards" at IBM for work above & beyond what was expected.
- Go Big or Go Home Award - Disney 2002
Acknowledged for outstanding achievement award by Disney's BVHE Sales Management team.
Obtained spot bonus award from Disney's I.T. management team for outstanding achievement.
- Beta Gamma Sigma - Loyola Marymount University
Accepted into Beta Gamma Sigma - GPA in top 5% of Business Administration class.