**Range of Experience**

I have 10+ years’ experience in the information technology industry. I began my career as a help desk technical representative and eventually became a network administrator, and system administrator. I have extensive experience administering Microsoft Windows networks, VMWare infrastructure, data storage solutions, and data backup solutions. Working within a team, working independently, and the ability to solve problems, have allowed me to complete numerous projects successfully, including technology replacements, application/software upgrades and data center relocations.

**Technology Summary**

|  |  |
| --- | --- |
| Security: | Barracuda Spam Firewall 300, Barracuda Web Filter 310, Cisco Firewall, SonicWall Firewall with Enhanced OS, Symantec Antivirus, TrendMicro, Antivirus, Kaspersky Antivirus, Internet Security & Acceleration Server, Windows Server Update Service (WSUS), Exchange Online Protection (EOP), Site24x7, DOSarrest |
| Software & Applications: | Goldfax, iSynergy, Kronos, Novel GroupWise, Symantec Backup Exec 10.0/2010, QuickBooks, Spectator 360, VoicePrint, Windows Server Update Service, What’s Up Gold, Rumba 2000 Remote Host Access, Lotus Notes, SolarWinds, BlackBerry 5 & 10, Veeam 8.0, SolarWinds |
| Telephone Systems | Avaya, Amanda, Nortel BCM 450, Cisco Unified Communications Manager |
| Platforms: | Active Directory, Exchange Server 2003/2010, IIS 6/7, Live Communications Server 2005, SQL 2005, Novel Netware 6, VMware VSphere 4, VMware VSphere 5, System Center Service Manager (SCSM), Symantec PGP Email Encryption Server, Citrix |
| Operating Environments: | Windows Server 2003/2008/2012, IBM AS400, MAC OS, Windows 8, Windows 7, Windows XP |
| Networking: | Cisco Switches, SonicWALL, DHCP, DNS, Layer 3 Switches, VLAN, Netscaler |

**Certifications**

MCP, MCSA, MCSE – New Horizons Microsoft Systems Engineering Program

Information Technology Infrastructure Library (ITIL) Foundation Certification 2

**Training**

Cisco CCNA – completed coursework at Oxford Institute of Technology

Symantec PGP Encryption – completed coursework at Symantec training center

Administering System Center 2012 Configuration Manager – Quick Start Training

**Professional Experience**

**Motion Picture Association of America –** Sherman Oaks, California.

April 2012 to March 2015

*Systems Administrator/IT Help Desk Manager*

At the MPAA, I was one of only two System Administrators. I managed day-to-day network operations and supported approximately 254 virtual servers utilizing VMware, within a Windows domain that spanned the globe, as offices were geographically dispersed. The Windows domain included four sub-domains connected using Cisco ASA’s in a mesh network. In addition to providing day-to-day support, I was the lead in the following projects:

* + - Exchange 2003 to Exchange 2010 upgrade, utilizing a database availability group, and high availability.
    - Upgrade from Forefront Online Protection for Exchange (FOPE) to Exchange Online Protection (EOP).
    - Upgrade VMware host’s from version 4.1 to build 4.3. (Some servers crashed and needed to be recreated).
    - The deployment of Windows Server Update Service (WSUS).
    - The deployment of Microsoft System Center Service Manager.
    - The deployment of an enterprise password management solution and password refresh.
    - Reconfigure server rack in New York office utilizing cable management devices.
    - Deploy VMware host in New York office.
    - Deploy & configure Synology NAS in Washington, DC office.
    - VMware host server memory upgrade.
    - Reconfigure Nexsan SAN for email archiving.

I also participated in the following infrastructure projects.

* Global VMware host hardware refresh.
* IIS 7 webserver refresh.
* Active Directory server upgrades.
* Data storage refresh replacing EMC SAN’s with Nimble storage arrays.
* Classification and Ratings Administration (CARA) system upgrade.

While at the MPAA, after two years, I was promoted to Help Desk Manager. My key responsibilities were to make sure all helpdesk tickets were assigned and resolved according to MPAA service level agreement. I also worked with users to handle special request and problem resolution. This was accomplished with the deployment of Microsoft System Center Service Manager. Furthermore, I was accredited with faster help desk ticket resolution time and increasing the number of tickets resolved. During this time, I continued to provide system administration support, participated in infrastructure projects, trained and mentored a newly appointed junior systems administrator.

Technologies Managed: Exchange 2003/2010, Exchange Online Protection (EOP), VMware, Symantec PGP Encryption Servers, Windows Server Update Service (WSUS), Nimble Data Storage, Veeam Backup, Citrix, VMWare, BlackBerry Enterprise Server, SolarWinds, Active Directory, DNS, Cisco Call Manager, Microsoft System Center Service Manager, Windows 2012, DOSarrest Internet Security, iLO, iDRAC, iSCSI, SQL Server

**TestMasters** - Santa Monica, California. August 2007 to April 2012

*Systems Administrator*

For the world's largest privately-owned LSAT preparation provider, I manage all in-house technology services on a day-to-day basis. Reporting to the VP & TCO, I am responsible for delivering a high availability (99.9%) level of service to all corporate users. My duties include regular maintenance and periodic upgrades of networks and systems which include 17 in-house servers, 2 hosted servers, and 2 co-located servers. I am also responsible for securing corporate data assets against malicious intrusions and threats from the internet, and for maintaining multiple data backups.

In addition to my ongoing maintenance responsibilities, I have also completed the following projects:

Phone System Upgrade: Nortel BCM 400 to Nortel BCM 450.

Switch Upgrade: Replaced all Layer 2 Switches with Layer 3 Switches

SAN Installation: Deployed a SAN device (Dell MD3000i – 2 Controllers)

FAX Installation: Deployed Goldfax electronic fax application

Domain Upgrade: Windows 2000 to Windows 2003 using two new servers and a second domain controller.

Email Upgrade: Installed Exchange 2010 in a side-by-side configuration with Exchange 2003

Backup: Deployed Symantec Backup Exec 9 & upgrade to BE 2010

Telecom: Replaced two T1s with another two T1s saving $2300/month

Security: Deployed Intellex LT American Dynamics Camera Security System

Hardware Replacement: Replaced 6 servers, and all desktop computers

VMware vSphere 4.1: Deployed VMware vSphere 4.1 in a clustered configuration and performed server consolidation.

In addition to supporting the TestMasters organization, I also provide systems administration support to **CyberActive**, a leading provider of E-Learning solutions and online educational correspondence courses that shares office space with TestMasters. My primary accomplishment for CyberActive was a relocation of all company servers from the Main 360 co-location provider to the Latisys facility in Irvine, Ca.

Technologies Managed: VMware VSphere 4, Windows Server 2003/2008, Active Directory, Exchange 2003/2010, Group Policy Objects, Windows Server Update Service, SQL 2005, Live Communication Server 2005, Backup Exec 2010, Voiceprint, SonicWall Firewalls, iSynergy, IIS6/7, Storage Attach Network, Network Attached Storage, Layer 3 Switches, VLAN’s, Nortel BCM 450, Spector 360, GoldFax, QuickBooks, VPN’s, TrendMicro Antivirus, DNS, DHCP, Intranet, 10 websites, MAC OS.

**Thrifty Management Services** -Glendale, California. June 2006 to August 2007

*Systems Administrator*

I provided systems and network administration services and administered all facets of IT support for this medical corporation. While there, I developed environment-specific troubleshooting processes to be used in the event of system failure or malfunction.

In addition to my ongoing maintenance tasks, I also completed the following projects:

Server Upgrade: Repaired and upgraded a failing Exchange Server

Security: Installed and deployed Barracuda Antispam appliance

Technology Upgrade: Deployed new server rack

Technologies Managed - Windows Server 2003, Active Directory, Exchange Server 2003, Windows Server Update Service, Group Policy Objects, Barracuda Spam Firewall 300, Cisco PIX 515 Firewall, Symantec Antivirus, Cisco VPN’s.

**Prosum –** El Segundo, California. February 2006 to June 2006

*Technology Consultant*

At Prosum I provided consulting, technical, and outsourcing support for many Prosum clients. This included day to day operational support on Microsoft Windows networks, as well as system upgrades such as Microsoft Active Directory domain upgrades and Microsoft Exchange email upgrades. Major projects include a domain upgrade, server upgrades and desktop upgrades for the Manhattan Beach Unified School district as well as regular systems support for the City of El Segundo Police Department.

Technologies Managed – Windows Server 2003, Active Directory, Exchange Server 2000/2003, Windows Server Update Service, Windows 2000, Windows XP.

**National Sales Corporation** -Vernon, California. September 2005 to February 2006

*Network Administrator*

For this grocery wholesaler, I was responsible for the network and systems administration of an IBM AS400 system and Windows network. In addition to my regular maintenance and system upgrade responsibilities, I also created and ran queries against the operational database OS/400. Finally, I was responsible for hands-on support via the internal help desk for up to ten users of the core business application.

Technologies Managed – AS/400, Windows 2003, Windows XP

**Contessa Premium Foods** –San Pedro, California. April 2000 to September 2005

*Network Administrator*

For this international wholesale provider of premium seafood, I administered all aspects of network installation, configuration, and operation of Windows Servers, particularly, Windows Active Directory 2003, Microsoft Exchange 2003, and Novell Netware User administration. Two of my most significant accomplishments were 1) the migration from the Novell Netware Network to Windows Active Directory 2003 Network, and 2) the migration from the Novell GroupWise email system to Microsoft Exchange 2003.

In addition to the usual system administration requirements, I also provided detailed telecom support for both the Avaya and Amanda phone systems, which included the installation, setup and operation of user accounts, phone terminals exchange, port location realignment, and the creation of a user-friendly operating environment for both Blackberry and PDA (Palm Tungsten) users.

Systems Utilized – IBM AS/400, Novell Netware 6, Novell GroupWise, Microsoft Active Directory, Microsoft Exchange Server 2003, Internet Security & Acceleration Server, Symantec Backup Exec 9.0, Cisco Pix Firewall, Cisco Switches, DNS, DHCP, Fastfax, Kronos, Rumba 2000, Avaya, MAC OS, What’s up Gold, Blackberry PDA’s.

Between May of 1993 and March of 2002, I held technical support representative positions where I provided day-to-day help desk support for both internal and external audiences. I responded to technical questions and managed problem resolution efforts. In addition to my regular help desk assignments, I was also assigned to participate in special projects, such as the Quality Enhancement Team project at Toyota, and the Inventory Reduction project at Hi-Tech Electronic Services.

Further information regarding these positions is available upon request:

**Toyota Motor Sales – Torrance, CA** June 1998 – March 2000

*Information Systems Contact Center Representative*

**Earthlink Network, Incorporated** – Pasadena, CA June 1997 to June 1998

*Technical Support Representative*