 ccna_med



**Education**

Associate Technical College School of Computer Technology

Computer technology

Practical Data Processing

Word-processing and key data entry (Certificate received)

New Technology Training Institute

**CCNA/MCSE/MCSA** **in Windows (Certificate received)**

# Summary of Experience

Network Engineer/Server Administration/Desktop Support Technician with 14 years’ experience, excellent communication skills; network design, installation and administration in the Utilities, Network Operating Center, Banking, Entertainment and Mortgage industries.

**SUMMARY OF SKILLS**

**Hardware**

Servers (Dell PowerEdge, Hewlett Packard Certified, Smart Start 8.2), PC (Dell PowerVault MD3000 and 124T Tape Library, IBM, Hewlett Packard Proliant Blade 460c DL 380 G4 DL 385, DL 580) and Mac (Desktop and Laptop), SCSI, RAID 5, Dell m1000e, SAS 5/E Adapter Controllers, Smart Array Controllers, Networking (Cisco 3600 Routers, 2960 and 6500 WS-C6504 Switches, Hubs, Cabling, Cisco Air 1242AG Etc.), Hewlett Packard Printers and Plotters Scanners, DSL, Wireless and Handheld Devices (Blackberry)

##### **Operating Systems**

**Microsoft Windows Server 2008 R2, Windows 2012 Windows 7,** XP Vista, 2000/2003/2008/2012 Server, **VMware ESXi 4.0/5.5** and Server, Novell 3 & 4, DOS 6.22

**Applications**

Active Directory, VMware ESX 4.1.0 and 5.1.0 Vsphere 4.1.0 and 5.1.0 Microsoft Office 2007/2010 (Expert Level)Lotus Notes5, 6, 6.5, and 8.5.1, Outlook, Exchange, Microsoft SMS, SCCM, Mac Office, Norton AntiVirus, Norton Ghost, Visio, Adobe Creative Suite, Remedy, Vantive, Dameware, Symantec Endpoint Protection Manager, Trend Micro Office Scan Mcafee Antivirus, BackupExec NetBackup, Novell 3.12

### Networking

DFS, Internet Setup and Protocol Configuration (DNS, DHCP, TCP/IP, WINS, etc**.), Wireless Networking**, **Cisco VPN**, **Citrix**, **Terminal Services**.

# Detailed experience:

**LHC Solutions Costa Mesa, CA Systems Engineer Consultant (10/2014 -12/2014)**

* Responsible for assessing network and server configuration.
* Design switch, server, and SAN IP configuration with the Dell PowerConnect M8024.
* Installed ESXi 5.5 Host and Dell EqualLogic SAN on a Dell m1000e chassis.
* Successfully setup vSwitches, for iSCSI, management interfaces and IP Addressing.
* Successfully setup and configured ESXi licensing features, and HA and vMotion.
* Successfully setup and configured ESXi 5.5 Clustering and Resource Pools.
* Assist client with creating and presenting LUNs, turning up Window 2012 VMs, and training.
* Migrated Windows 2008 R2 M620 Blade server to VMs with VMware converter 5.5.
* Ensured and maintained backup integrated while upgrading Windows 2008 R2 OpsCenter and Media Servers from NetBackup 7.5.0.4 to 7.6.0.4.
* Successfully upgraded Solaris 10 Masters Servers from NetBackup 7.5.0.5 to 7.6.0.4 in production environment and co-location, with no downtime.
* Successfully upgraded Linux 2.6 NetBackup 5230/5030/5020 Appliances from 2.5.3 to 2.6.0.4 and 1.4.3.1 in production environment and co-location with no downtime.
* Prepared all technical documentation to perform knowledge transfer and Closing.

**Rothstaffing/California Wellness Foundation/California Community Foundation LA, CA**

**Systems Engineer support (05/2014 -07/2014)**

* Successfully manage and monitored Vsphere 5.1 environment and ESXi host.
* Monitor and remediated alerts in Vsphere console per SLA change order request.
* Manage Windows 2008 R2, 7, 8, and 2012 servers, physical and in Vsphere console.
* Successfully Administered Citrix on Windows 7 clients on Windows 2008 R2 server.
* Manage Security Groups through Users and Computers in Active Directory.
* Manage printers with Print Manager through Group Policy Management Console.

**Kingtel/Elmonte, CA Systems Engineer (11/2013- 04/2014)**

* Implemented, design, and configured SCCM 2012 and SCOM 2012.
* Manage SCCM/SCOM 2012 Reporting Services, and Microsoft SQL server 2008 R2.
* Successfully migrated Windows Update Server 3.0 to SCCM 2012.
* Manage Hewlett Packard c7000 chassis, VMware Windows server Guest on ESX 5.1.0
* Manage RAID 0, RAID 1, RAID 5 and RAID 10 in Array and network teaming.
* Manage Change Request, Server Patching and Active Directory integration.
* Successfully manage Windows Update Service through (GPMC).
* Implement and managed System Center Operations Manager 2012 Dashboards.
* Successfully implemented Authoring for application thresholds in SCOM 2012.

**Eteam Inc/Hewlett Packard/Bank of America Los Angeles, CA Cisco Network Resident Technical Engineer (10/13-12/13)**

* Successfully provide Resident Network Infrastructure Data and Voice Break /Fix.
* Responsible for IMAC Services and Project (Hands-On) Support for financial client.
* Responsible for supporting Cisco WS-C6504 switches for NER/IDF and MDF.
* Prioritize work load with minimal supervision to meet SLA using IW/Remedy 7
* Provide support for Enterprise VoIP network on Cisco 7962/Avaya 9650 IP Phones.

**AbleForce/Lender Processing Services Pasadena, CA Systems Engineer (02/13-8/13)**

* Manage VMware/hardware replication and server builds per Change Orders.
* Manage patch remediation for Windows 2003, Windows 2008 R2 and Window 7.
* Manage patch remediation and cluster configuration for ESXi Host 4.1.0, and 5.1.0.
* Manage firmware on Hewlett Packard DL380, DL580, BL465 and C7000 Chassis.
* Manage RAID 0, RAID 1, RAID 5 and RAID 10 in Array and network teaming.
* Manage server builds with Active Directory User and Computers and Vsphere Client.
* Successfully manage Security Groups with Users and Groups and Active Directory.
* Manage and support business continuity and Disaster Recovery.
* Manages and maintains enterprise VSphere 4.1.0 and 5.1.0 ESXi infrastructure.
* Provides expert assistance, knowledge to the management and diagnostics systems.
* Responsible for the efficient and effective delivery of platforms to all environments.
* Assist in managing backup environment and tapes.
* Assist remote team members with racking of server and storage systems.
* Develop technical documentation internal standards and reports as requested.
* Responsible for managing Hewlett Packard BL465c, DL380 and storage infrastructure.
* Responsible for configuring cross-connect between, Cisco 6500 and HP servers.

**CCCi/Hewlett Packard/Bank of America Glendale, CA Cisco Network Resident Technical Engineer (08/12-12/12)**

* Successfully provide Resident Network Infrastructure Data and Voice Break /Fix.
* Responsible for IMAC Services and Project (Hands-On) Support for financial client.
* Responsible for supporting Cisco WS-C6504 switches for NER/IDF and MDF.
* Prioritize work load with minimal supervision to meet SLA using IW/Remedy 7
* Provide support for Enterprise VoIP network on Cisco 7962/Avaya 9650 IP Phones.
* Responsible for attended backups on the Intuity Audix System/PBX.
* Successfully provided support for Windows Server 2008, Windows 7 and XP.

**Perisoft/Sempra Energy Monterey Park, CA Analyst (11/11-07/12)**

* Successfully perform Server Builds on HP Proliant DL380, DL580, BL460c and VMware 4.0, and Vsphere 4.0 installing Windows Server 2003 R2 and 2008 R2.
* Manage RAID 0, RAID 1, RAID 5 and RAID 10 in Array and network teaming.
* Configured clusters in Vsphere ESXi host and provided patch remediation on Vmware.
* Successfully installed IIS 6.0, 7.0 and prepared Wintel server for Citrx applications.
* Manage server builds with Active Directory User and Computers and Vsphere client.
* Manage Security Groups with Users and Groups and Active Directory Users and Computers.
* Managed server builds and Change Orders with Unicenter Service Desk and corresponded with Service Delivery Advisor to comply with SLA agreement.
* Successfully performed TCP/IP configuration on Proliant servers, configured SAN Storage Presentation on Window Server 2008 R2.
* Successfully installed Trend Micro Office Scan, NetBackup, VMware tools updates and Security Patch updates and Service Packs on Window Server 2008 R2.
* Responsible for successfully troubleshooting Blade 460c, DL380 and VMware server network issues concerning backups, SAN Storage and Windows Server 2008 R2.
* Successfully deployed images with Altris and SCCM for Windows Server 2008 R2.
* Successfully work in compliance under the ITIL 3.0 module.

**IIC/ACS County of Orange Data Center Santa Ana, CA Service Operations Network Specialist (06/11-09/11)**

* Responsible for monitoring servers with Hewlett Packard Insight Manager.
* Manage Active Directory Group Policy Object, Organizational Units and accounts.
* Successfully monitor and resolve raised events with switches and routers in Solarwinds.
* Analysis capacity switching and routing with IPmon and Traffic Sentinel.
* Maintain SLA with Remedy to reduce impact on agencies and customers.
* Responsible for maintaining backups with NT, NetBackup on HPstorage works.
* Successfully work in compliance under the ITIL 3 module.
* Manage Windows 2003/2008 on IIS, SQL, Vsphere, 4.0, VMWare 4, Linux servers.
* Successfully manage image deployment with SCCM on Windows XP and 7.

**YMCA Metropolitan Los Angeles, CA System Administrator (01/11-04/11)**

* Responsible for backups and restore with DS3 and Baracuda and Database support.
* Monitor Reports from Symantec Endpoint Protection Manager Security threats.
* Successfully migrated Symantec Endpoint Protection Manager to 11.0.6200.
* Manage network accounts with McAfee Endpoint Encryption Manager.
* Manage Windows 7, XP Pro, server 2003, 2008 and Exchange 2007 Patching.
* Manage Active Directory accounts, Groups and Distribution List.
* Responsible for Exchange 2007 administration Outlook 2007 support.
* Provided network support for RLAN and DSL circuits connecting over VPN.
* Responsible for incoming calls and vendor contact for services related issues.
* Responsible for change management request for patching and circuit support.
* Successfully provided consultant and support in Cisco environment.

**Corgal Information Systems Pasadena, CA Jr. System Admin (12/10-01/11)**

* Successfully perform system builds with Dell PowerEdge servers update utility.
* Responsible for managing and troubleshooting Caldera SCO 5.0.7.
* Responsible for imaging Windows server 2003 R2, 2008 R2, 7and SQL Server.
* Responsible for installation and configuring Blackberry Enterprise Server 4.1.
* Responsible for setup and configuring Windows Server Update Services SP2 3.0.
* Responsible for Symantec Mail Security for Microsoft Exchange configuration.
* Responsible for installation and management with Exchange 2003 and 2007.
* Successfully designed Active Directory containers, GPO sites and accounts.
* Responsible for network support and Cisco Pix 501 configuration.

**Insight Global/Compucom Glendale, CA Technician**  **(11/10-12/10)**

* Successfully perform Dell Desktop and laptop refresh on Windows 7 and XP.
* Responsible for resolving trouble tickets using Remedy ticketing system.
* Responsible for securing laptops with Credent encryption software.
* Successfully perform break-fix, upgrades and troubleshooting.

**CorpInfo Services/Aerospace El Segundo, CA Installation Technician (07/10-8/10)**

* Responsible for inventory and accessing Hewlett Packard workstations to upgrade.
* Successfully imaged laptops and desktops for Windows 7 and XP deployment.
* Successfully transferred user profiles, Lotus Notes profile and data to new computer.
* Secured laptops with Guardian Edge encryption software and Connected Backup.

**Outsource/Hewlett Packard Monrovia, CA System Administration**  **(03/10-06/10)**

* Successfully built 40 Hewlett Packard DL 380 G4 File, Print, and DCs using ImageX.
* Successfully manage Active Directory accounts, GPO, sites and services.
* Responsible for iLo, Network interface card set-up and Harddrive configuration.
* Worked as a critical member on the Intel team supporting Window 2008 migration.
* Successfully migrated profiles, print queues, GPO’s, DNS, DHCP and DFS.
* Remotely assisted Windows 7 and XP clients for the Department of Social Services.
* Successfully managed escalation with Unicenter ticketing system to maintain SLA.
* Successfully manage Windows 2008 migration in Network Operating Center.

**AT&T/CACI/LAUSD Project Erate Los Angeles, CA Server Administration/Network Engineer 3 (03/09-3/10)**

* Successfully upgraded Windows 2003 Server 32-bit to Windows 2003 Server 64-bit.
* Responsible for managing Smart Start 8.1 Utilities on Hewlett Packard DL 380 G4.
* Successfully manage Dell Power-Vault MD3000 Storage Array with no downtime.
* Manage and administered Active Directory in an exchange environment.
* Manage disaster recovery with Symantec Backup Exec on Dell Power-Vault 124T.
* Successfully manage anti-virus with Symantec Endpoint Protection Manager.
* Successfully manage Wireless LAN modernization and LAN refresh.
* Successfully installs Cisco Air 1242AG, 6500 and 2960 switches for VLAN access.
* Responsible for layer 1 Fiber LC connectivity and IEEE 5e and 6 Ethernet cabling.
* Troubleshoot and resolved layer 2 VLAN issues with CDP and Solarwinds.
* Successfully determined and installed Di-pole or patch for Antenna configuration.
* Successfully configured CLDF and IDF for MDF Cisco 6500, 2960 and fiber optics.
* Responsible for documentation and ensuring that equipment is properly functioning.

**Enclipse/Universal Music Group Universal City, CA Senior Support Analyst (03/09-04/09)**

* Successfully upgraded Exchange 2003 and BlackBerry Server Windows 2008.
* Responsible for Outlook 2003, 2007 post migration configuration and support.
* Provided backup and Blackberry Enterprise Activation with restoration support.
* Successfully closed all assigned opened tickets in Remedy ticketing system.
* Successfully exceeded client’s expectation and goals and contract extended.

**Midcom/NorthropGrumman Woodland Hills, CA Technical Support (5/08-2/09)**

* Provided Administrative support using Altiris, Symantec, Active Directory, PC Guardian and Citrix Presentation Server, Supported Symantec Anti-virus on network.
* Responsible for Network support, IBM, HP Proliant DL Servers and workstations.
* Successfully migrated Windows 2000 to Windows 2003, XP with minimal data loss.
* Complied with Service Level Agreement using Peregrine service center.
* Successfully managed layer 7 issues with Microsoft Office and Adobe.
* Successfully installed digital video cards, SATA drives and network cards.
* Responsible for VPN support on IBM and HP Laptops using Cisco client software.
* Successfully provided remote assistance with Carbon Copy under company policy.
* Managed Hewlett Packard Servers with Citrix Presentation Server, Exchange 2003.
* Supported over 2000 users not only with PC, Laptop and Server but Blackberry PDA.
* Responsible for maintaining PC Guardian Encryption plus 7.2 as a security method.

**Labor Ready/Adecco Pasadena, CA Consultant/Technician Temporary** **(1/08-5/08)**

* Successfully consulted with employers to perform team oriented projects.
* Responsible for providing technical support for hospital care during upgrade.
* Provided Technical consulting for small to medium businesses.

**Datamatics/Southern California Edison, San Clemente, CA Network Administration (8/06-12/07)**

* Responsible for backup and recovery with Veritas and HP Storage Works and Tivoli Storage Manager.
* Successfully support 3000 users in an enterprise environment.
* Data recovery for WinIntel servers, Oracle and AIX servers.
* Responsible for Daily Backup Reports and maintaining Server logs for disk usage and performance alerts.
* Provided layer 1 and 2 support monitoring network access with Cisco Secure Access Control Server Release 4.0 for Windows.
* Built and Deploy Windows 2000/2003 Servers.
* Manage DFS and Hewlett Packard Plotters with Cluster Administrator.
* Successfully manage LDAP services for user accounts, group policy objects, manage layer 3 DNS, DDNS and DHCP services. Manage Subnets in Active Directory Sites and Services to maintain network topology.
* Deploy patches on prescribed periodic basis with Update Expert.
* Successfully provided layer 2 support for network devices with Solarwinds.
* Successfully exceeded clients expectations and contract was extended for 10 months.

**Vote Tech. Group/Mizuho Bank, LA, CA Security Administrator consultant (5/06-8/06)**

* Security Administration on RACF and AS400.
* Successfully manage, LDAP, group policy objects, tune DNS, DDNS and DHCP services. Configured Subnets in Site and Services.
* Installed and configured Windows Server 2003 on HP Compaq Proliant DL Servers.
* Successfully performed migration from Novell 5 to Windows Server 2003 in AD.
* Responsible for maintaining DLT backup tapes using Veritas and creating reports.
* Successfully implemented IT Control Objectives for Sarbanes-Oxley.