**Michael Tucker**

mtucker9923@gmail.com

Determined, energetic and diligent professional with 1year of experience in UNIX/LINUX system administration and AWS cloud services. Combined with five years of Windows system administration. Adept technical understanding in solutions with strong technical knowledge in both hardware and software.

Certifications

* AWS Certified Solution Architect
* AWS Certified Cloud Practitioner

Skills

· Strong problem-solving skills to identify and resolve anomalies in system functionality and performance

· Basic knowledge of scripting language (Python, Bash) for use in automation of tasks

· Proven in system security, administration, management, monitoring, incident response and vulnerability analysis

· Knowledge of enterprise Windows Server roles including Active Directory Services, DNS, Group Policy, DHCP and IIS

· Experience working with logging tools (ex- Splunk and Syslog) and monitoring tools (ex- Nagios, SolarWinds)

Professional Experience

**Department of veterans AFFAIRS Quantico, VA**

## *Systems Administrator, March 2017 – Feb 2024*

· Lead in installing, configuring, tuning, maintaining and monitoring Windows 2008/2012 Enterprise server

· Develop, execute and maintain Standard Operating Procedures for Enterprise Services

· Spearheaded team documentation process to represent ideas, requirements, reference architecture and problems in clear and concise manner

· Utilize various customer ticketing systems to address and manage hardware or software issues including Change Requests

· Supervised vulnerability assessments, IAVA reporting and IA problem resolution

· VMware vSphere systems administration and support including VMs management, vMotion, HA, DRS, vCenter Service Manager

· Perform problem identification and resolution, for all Cloud infrastructure

· Exposure to administer IaaS/SaaS/ PaaS environments via Cloud Service providers like AWS

· Collaborate with development team in review of planning procedures, for continuous process improvement

· Communicate with management, internal, and outsourced partners regarding software applications design status, project progress, and issue resolution

· Translate functional requirements into robust, scalable, supportable solutions that work well within the overall system architecture

· System Administration which includes administering different flavors of Linux and Windows operating system, OS Installation, File system management, regular OS upgrade and patch management for internal and external clients

· Leveraged work within hybrid cloud infrastructure technologies in public/private environments

·Understanding of Micro-Services and surrounding technologies (such as containers; especially Kubernetes and Docker)

Department of the army Washington, DC

System Administrator, April 2015 – March 2017

· Executed system administration, configuration, and troubleshooting of the Windows servers environment and performance issues

· Managed support of large IT environment in distributed computing platforms; including root cause analysis to resolve complex system problems

· Provision and support customer and infrastructure systems for cloud operations

· Experience in LAN/WAN networking architecture, TCP/IP protocol stack, wireless networks & Cloud computing

· Developed best practices and tools for disaster recovery test, management and execution

· Proficiency with MS SQL server to include install/configure, patch, troubleshoot, and perform backup and restore procedures in a large clustered environment

· Experience with open source tools such as Docker

Office of navAl intellIgence Suitland, MD

System Administrator, January 2013 – April 2015

· Working knowledge of Active Directory, DNS, DHCP, HTTP, Group Policy and Windows Clustering Services

· Experience with running Windows server in physical, virtual and cloud environments

· Create documentation for change management, implementation plan, test plan, risk assessments

· Support corporate policies, procedures and best practices pertinent to supporting Windows servers

· Experience with security tools in areas such as Antivirus, Firewall, Anti-Spyware

· Support and troubleshoot Microsoft IIS operations and performance issues

· Support Microsoft related applications such as Windows OS, Office and Exchange

· Provide support for various Hardware and Software to Desktop and Laptop end users

Education

Strayer University Alexandria, VA

Bachelor of Science in Information Technology, May 2012