Network Administrator

**SUMMARY:**

* Solutions-oriented IT Specialist with notable success directing a broad range of corporate IT initiatives while participating in planning and implementation of Networking solutions in direct support of business objectives.
* Track record of increasing responsibility in secure network design, systems analysis and development, and full lifecycle project management.
* Demonstrated capacity to implement innovative security programs that drive awareness, decrease exposure, and strengthen organizations.
* Hands-on experience leading all stages of system development efforts, including requirements definition, design, architecture, testing, and technical support.
* Outstanding leadership abilities able to coordinate and direct all phases of project-based efforts while managing, motivating, and leading project members.
* Core Competencies: Network Systems Security Strong Phone System Support Experience VOIP/PBX Business Impact Analysis Data Recovery Disaster Recovery Planning Research Development Cost Benefits Analysis
* Platforms: Microsoft Windows operating systems from 95 on, Windows Advanced 2000 Server, Windows 2003/2008 Server, Windows NT Server, Microsoft Exchange 2003/2008 Linux Lindows , MAC OS 9.0/OSX
* Networking: TCP/IP, ISO/OSI, SMS, Ethernet, Token Ring, FDDI, VPN, SSH, SecureID, PGP, PKI, HIPPA, CFR-11.
* Software: Microsoft Products, MAC MS-Office Suite, Retrospect, Dameware, VNC, PCAnywhere, Norton Ghost, eTrust, Microsoft SQL Server, MS Access, Test Director, Active Directory, Web Admin, Reuters, Norton Antivirus, ACT , Siebel, Adobe Photoshop, Acrobat
* Tools: LAN Manager, ISS RealSecure, Checkpoint Firewall, Norton Firewall and Ghost, Desktop Authority, McAfee/Norton Virus Protection Utilities, HP OpenView, Network Flight Recorder, IBM Tivoli, OpManager, Snort, Logmein, Citrix Metaframe, VMware, Lotus Notes, Microsoft Office System including Microsoft Word, Microsoft Excel, Microsoft PowerPoint , Microsoft Access, and Microsoft Outlook , Microsoft Project, Microsoft OneNote, and Microsoft Infopath .

**Professional Experience:**

**Company-Confidential**

**Senior Network Technician/IT Manager**

* Network administration of Domain Controllers, Windows 2003/2008 Servers, Cisco 2850 Router, Exchange 2007/2010 Server, Blackberry 5.0 Server, Dell Tape Vault, SAN Celerra, Micro Trend Anti-Virus Server, EMC Networker Backup, EMC Retrospect backup, Barracuda Web Filter, Barracuda Mail Archiver, Barracuda Spam Filter, Dell Color Network printers, Xerox Network Printers, Printer Servers, Application Servers, Render Servers. Filezilla FTP, and Terminal Servers.
* Provide administration and account creations on Blackberry Enterprise Server.
* Responsible for IT budgeting
* Responsible for IT fiscal year audit.
* Administration of MS Exchange 2008, including user mailbox storage public folders storage, permissions, and replication MS Exchange databases.
* Salesforce administration, creating accounts and basic development.
* Administration of Basecamp project management web portal.
* Supervision of 3 staff employees. Network administrator, desktop support technician, and data asset manager.
* Server racks, patch deployment, cable run, create VLANS via extreme networks routers Blackdiamond .
* Research potential network solutions recommend equipment/software necessary to enhance/maintain an efficiently functioning network.
* Provide periodic reports on network utilization and communicate recommendations for improvement to senior broadcast engineers.
* Develop and maintained department documentation and action plans including policies and procedures, disaster recovery plans, user guides and best practices.
* Maintain all technical documentation for the company and managed vendor for production of company IT operational manual.
* Manage business process re-engineering project for corporate financial management system integration between mainframe legacy systems.
* Oversee hardware/software procurement processes and create plans to assist in managing inventory and managed external vendor relationships.
* Maintain maintenance contracts of all Dell workstations and servers, including Avaya IP phone systems, A/C units, and all third party hardware/software.
* On-call to troubleshoot remotely in case of emergencies.
* Managed outsourced consulting team for telecommunication system installation, configuration, and implementation.
* Developed strategic plan for data center operation and capacity expansion. Oversees database administration and network administration.
* Created mail accounts and provided size quotas within Exchange and Active Directory.
* Created and managed users and group accounts in Microsoft Active Directory.
* Maintain and monitor Server and PC support for approximately 200 PC users and approximately 30 - 40 file servers at the Brooklyn headquarters, as well as assisting remote offices in Washington, DC and Puerto Rico.
* Backup corporate data using NETVAULT on-site and off-site remote virtual disk backup.
* Setup and configured Barracuda appliances, web filter, mail archiver, and spam filter.

**Confidential**

Responsible for leadership of 4 employees, including management responsibilities.

**Network administration** of Domain Controllers, Windows 2003/2008 Servers, Cisco 2850 Router, Exchange 2008 Server, Blackberry 5.0 Server, Dell Tape Vault, SAN Celerra, Micro Trend Anti-Virus Server, EMC Networker Backup, EMC Retrospect backup, Barracuda Web Filter, Barracuda Mail Archiver, Barracuda Spam Filter, Dell Color Network printers, Xerox Network Printers, Printer Servers, Application Servers, Render Servers. Filezilla FTP, and Terminal Servers.

* Provide administration and account creations on BES, and provide support for blackberry devices.
* Setup/configuration of VMware, installed various Windows operating systems for the developing team to test internal applications.
* Lead development of all operational support programs and processes.
* Managed a 4 person team for several network upgrades and Microsoft to Gmail migration rollouts.
* Monitored project activities and advised staff of issues due to resource availability.
* Provided direct support and technical documentation for upper management and to non-managerial end users.
* Setup and configuration of 2003/2008 servers with RAID configurations.
* Troubleshoot IP protocol connectivity.
* Administration of MS Exchange 5.5/2003/2007 servers, including user mailbox storage public folders storage, permissions, and replication MS Exchange databases, offline defragmentation, creating new public folder groups, delegation user mailbox rights
* Created mail accounts and provided size quotas within Exchange 2003 and Active Directory.
* Created and managed users and group accounts in Microsoft Active Directory.
* Created/added group folders in Exchange within public folders.
* Setup and configured Barracuda appliances, web filter, mail archiver, and spam filter.
* Backup data using EMC Networker and other EMC Products.
* Maintained all technical documentation for the company.
* Performed backups and restores of various systems using EMC Networker enterprise-level backup software.
* Install, configure and operate the new hardware/software for the Backup and Recovery infrastructure.
* Configuration and troubleshoot Intel-based server hardware, including motherboards, RAID controllers, network and other communication controllers
* Oversee hardware/software procurement processes and create plans to assist in managing inventory and managed external vendor relationships.
* Configuration and troubleshoot PPTP and IPSec-based VPN connections.
* Maintain and monitor Server and PC support for approximately 500 PC users and approximately 30 - 40 file servers at the NY headquarters, as well as assisting remote offices.
* Research potential network solutions recommend equipment/software necessary to enhance/maintain an efficiently functioning network.
* Troubleshoot logon process for users and windows services
* Provide periodic reports on network utilization and communicate recommendations for improvement to supervisor.
* Monitor and maintain all local LAN hardware/software via SPICEWORKS
* Maintenance, new installation and troubleshooting of Windows-based, Dell workstations and servers.
* Assist the PC Support team in troubleshooting end-user hardware/software issues.
* Perform other duties and projects as assigned by supervisor.
* Supported Mac OSX and installed parallel for windows on imacs.
* Deployed Webroot Enterprise spyware applications via administrative console.
* Created Excel spreadsheet and documented all workstations, asset tagged workstations, and asset tagged all network printers.
* Add users and workstations via Active Directory and Desktop Authority updated AD with end user hostnames, computer make/model and usernames.
* Create Exchange accounts and allocate archive and .pst files for end users
* Server racks, patch deployment, cable run, create VLANS with Cisco switch,

**Confidential**

**Consultant/Network Administrator**

Recruited to establish and manage corporate-wide network program. Oversee companywide efforts to identify and evaluate all critical systems. Design and implement network and security processes and procedures and perform cost benefit analysis on all recommended strategies. Collaborate with external auditors/vendors to conduct in-depth audits and penetration testing, presenting all results to senior management. Develop curricula and facilitate awareness training for management and employees. Supervise daily activities of SSI corporate network s and multiple client sites.

Key Contributions:

* Responsible for Management of Technical Staff Team of 4 .
* Developed and implemented Disaster Recovery plans for corporate sites in Westchester and New York.
* Spearheaded creation of new corporate office in New York, circuit board, servers, workstations, Bio-metric doors, cabling, network policies, network camera s , and vendor relations.
* Managed 4 person IT department. Responsibilities included Help Desk staffing and training.
* Management duties included budgeting of materials, quarterly department audits, equipment leasing, coordination of upgrades and training of end users.
* Hand selected employees to build Help Desk Team charged with analyzing all critical systems, troubleshooting, developing reports to document systems vulnerabilities, and recommending appropriate solutions.
* Planned network topology, make purchase decisions, build servers, install software packages and rollout nodes.
* Reported directly to CEO of all on-going projects and provided full life cycle reports for completed projects.
* Worked with the software developers, programmers, and QA analyst in testing and deployment pharmacy kiosk and development
* Responsible for rolling out 174 pharmacy kiosk to 174 sites, this involved setting up a test kiosk in the lab, testing between lab and remote locations, backing up kiosk image to ghost server, configuration of touch screen, configuration of credit card swipe, and configuration of host and dat files
* Team lead for drug store pharmacy kiosk. Tested the voice over IP and video over IP configurations IBM handsets and Dell ELO touch screens.
* Assess existing Cisco hardware and computer telecommunication needs, working with consultants and/or vendors on upgrading, installing and repairing existing equipment including firmware software, and cable. Analyze costs and research products and vendors.
* Deployment of Cisco 2600 routers, switches, and PIX firewalls for on-going network upgrade.
* Key Contributions:
* Recruited by Duane Reade to assist LAN Engineer in Deploying 200 Cisco 2650 Routers, PIX, Switches, throughout the entire tri-state area. Supervised release testing for new Pharmacy kiosk applications provided final approval for bug-free, fully functional commercial Pharmacy kiosk solutions throughout the tri-state area.
* **Desktop Support Specialist**
* **Confidential**
* Knowledge of graphics and multimedia hardware and software for MAC
* Perform software researches and hardware issues For MAC
* Troubleshooting of MAC G3 OS9/I-Book and peripherals including Zip Drives, printers, plotters, PDA , devices and calibration of all color printers and plotters
* Performed maintenance on workstations, printers and peripherals to assure stable working conditions for SSI staff and external clients.
* Repair and maintain HP LaserJet Series, Xerox Work Centre and Epson Printers
* Provided Desktop Support for more than 600 users in a fast paced environment s consisting of Windows 2000 Professional, XP, MS Office XP/2003 Suite, NEC Handhelds, Filemaker 3 u 7.0, , Performed Migrations of over 150 workstations from Windows NT/2K to Windows XP Pro, Office 97/2K to Office XP.
* Responsible for ordering all network related peripherals, Pitney Bowes digital meter mail unit, and laptops
* Provide level 2-3 desktop support to staff in New York and Westchester locations.
* Uploaded/downloaded corporate Ghost Image to server and rolled-out 50 new Dell Dimension desktops with XP Professional with proprietary software s .
* Responsible of deployment for MS-Office 2003 upgrade project
* Installation of Exchange 2000 - created accounts and provided limit quotas for freelance profiles
* Upgraded Westchester corporate office to a domain structure
* Monitor computer usage and be responsible for the implementation of policies and procedures regarding appropriate use.
* Utilized Microsoft Baseline Analyzer to test security settings on workstations and servers.
* Monitor system logs and activity on all servers and devices
* Perform system backups, disk and printer management, e-mail administration, and monitor system security and performance
* Installation and Configuration of BES. Support for BB handhelds and Smartphone devices.
* Maintained Windows 2003 and Exchange 2000 integrity Backups using Arcserve backup management software and Logmein backup remote solutions.
* Windows Server 2003 group policies/active directory
* Manage users in Active Directory , user accounts, printers, computers, and shared folders
* Configuration and Installation of Windows 2000/2003 Advanced Servers Active Directory
* Created company policies and procedures governing corporate security, email and Internet usage, access control, bandwidth, and incident response.
* Hand selected employees to build Help Desk Team charged with analyzing all critical systems, troubleshooting, developing reports to document systems vulnerabilities, and recommending appropriate solutions.
* Directed the coordination of all implementation tasks involving third party vendors as well as provide consultation to clients on system implementation.

**Company-Confidential**

**Network Field Technician- Team Lead**

Provided comprehensive remote and onsite support for IBM'S domestic and international customers including Tier-III support for LAN/WAN products and support for key accounts of all sizes.

Key Contributions:

* Recognized for outstanding quality of customer service with numerous customer-support awards and personal commendation from clients
* Performed password resets, quota size limit for freelance users, and ID creations on MS-Exchange Server 5.5
* Troubleshooted Local and Global/Network printing problems
* Password resets on exchange, AS-400, and windows domain controller Via Citrix Thin Client
* Provided remote support for IBM's client list utilizing Timbuktu
* Team Lead of Duane Reade, CBS, Blockbuster, Volvo, and Viacom accounts
* Third person on the escalation rooster for Sev-1 and VIP incoming calls
* Supported multiple domains consisting of approximately 10,000 end users
* Provided on-site support for IBM hardware Tape Drives, Laptops, and Laptop HD and level 2-3 desktop support domestic clients