

## Sr. IT Systems Administrator

- IT Professional with strong background in Windows Systems Administration, IT Operations, IT Project Management, and Escalation Support.
- Extensive experience supporting environments ranging 30 to 2,000 users consisting of distributed workforces, enterprise applications, helpdesk oversight, and Windows Identity management.
- Self-starter and knowledge-sharer; known for creating and documenting processes including network configurations, helpdesk procedures, and day-to-day IT processes.
- Instrumental and lead role in numerous upgrade, re-design, and new implementation projects.
- Recognized for providing excellent customer support and response in challenging environments.

### TECHNICAL SKILLS

- **Hardware:** PCs/laptops (Windows and Mac), iOS and Android devices, Switches (Layer 2 and 3), Firewalls, Servers, SAN, Firewalls
- **OS and Applications:** Windows Desktop and Server, MacOS X, RHEL 6.5-8, Ubuntu Server 14.04 LTS – 16.04 LTS, VMware, Hyper-V, Microsoft Exchange, enterprise backup solutions, PowerShell

### PROFESSIONAL EXPERIENCE

#### **Network and Systems Administrator**

2022 - 2023

Maine Drilling and Blasting, Inc.

*Skills:* Network Management, Windows Server, Citrix, VMWare Hyper-visor, Hyper-Converge, Active Directory, Exchange, Meraki Firewalls.

- Documented network diagram of multi-site environment, resulting in identification and deployment of network efficiencies.
- Aided post-M&A activities including network integrations and Microsoft 365 migrations and support.
- Oversaw Windows infrastructure including system, hypervisor, backup, and application roles.
- Mentored Junior System Administrator and Help Desk Technician in IT procedures and best practices
  - Escalation point for tickets and issues

#### **IT Systems Engineer**

2021 - 2022

Haigh-Farr, Inc.

*Skills:* Windows Server, Citrix, VMWare Hyper-visor, Active Directory, Exchange

- Assumed Lead role in stalled projects and brought to completion
  - Atlassian Bitbucket deployment – created centralized code management for engineers
  - Envoy.com visitor management – Automated visitor management process, reducing labor hours of reception staff
  - Installed Lync server – internal company video conferencing
- Worked with IT Network Engineer to resolve network issues
- Managed, Maintained and Administered Windows servers
  - Physical servers
  - VMWare 6.5
- Documented servers, processes and procedures
- Mentored Junior System Administrator and Help Desk Technician in IT procedures and best practices
  - Escalation point for tickets and issues

### ***IT System Administrator***

2014 - 2021

Astronics AeroSat

*Skills:* Network Management, Windows Server, Linux Server, VMWare and Hyper-V Hyper-visor, Active Directory, Exchange, Watchguard Firewalls

- Migrated Legacy domain users, computers, servers to corporate domain using AD Migration Tool
- Managed backups using Microsoft Data Protection Manager (DPM) and Veeam
- Installed RHEL 8 server from scratch to replace outdated server that could no longer support the tasks it was designed for.
  - Gathered requirements from Engineering and Field Service departments
  - Installed based on those requirements
  - Documented install so it could be redone from scratch if necessary
- Worked with Astronics Corporate IT for intercompany projects
  - Hyper-V 2012 R2 with Compellent SAN installation
  - Service Desk Migration from ManageEngine to Jira
  - Decommissioned Legacy domains
  - Changing IP scheme
- Managed, Maintained and Administered Windows and Linux in VMWare 5.5 and Hyper-V 2012R2 Clustered environment
- Managed Atlassian Jira, Confluence and Bitbucket Administration and maintenance
- Mentored Junior System Administrator and Help Desk Technician in IT procedures and best practices
  - Escalation point for tickets and issues
- Core team member in Intuitive ERP rollout

### ***System Administrator***

2012 - 2014

Windham Professionals

*Skills:* Windows Server, VMWare Hyper-visor, Active Directory, Exchange, Proofpoint, Symantec Web Proxy

- Assumed Lead Role in Enterprise backups using Symantec NetBackup
- Designed and Implemented Centralized Anti-Virus solution using Symantec Endpoint Protection
- Assumed Lead in the Microsoft Exchange 2010 implementation
- Implemented an Asset Tracking system to replace the outdated Inventory spreadsheet
  - Gave IT better insight into equipment
  - Assisted in estimating annual cost of hardware refresh
  - Assisted in estimating ability of systems to handle software upgrades
- Replaced old terminal server / proxy solution with 2 Symantec Web Gateway appliances
  - Replaced 10 servers with the 2 appliances
  - Enabled users to “skip trace” information from their desktops
  - Enabled reporting on user’s internet activity
- Assumed Lead role in Proofpoint email content filter appliance
- Designed layout for WSUS patching of equipment
- Served as Point of escalation for Service Desk.

## **EDUCATION**

### **Franklin Pierce University**

Bachelor of Science in Information Technology