

BACKGROUND SUMMARY

Systems Administrator with 10 years of experience managing an IT infrastructure in consulting, educational institution and manufacturing sector. Background in planning, configuring and maintaining an Active Directory environment. Demonstrated success in troubleshooting hardware, increasing efficiency, and optimizing the access and utilization of shared information with clients. Visited customers onsite to investigate, analyze and solve the situation they were faced with. Provided a reliable environment with minimal downtime by utilizing commercial and open source tools.

PROFESSIONAL EXPERIENCE

IT MANAGER

GeoAnalytics, Inc.

2005 - present

- Managed Microsoft Infrastructure including Windows Server 2003/2008, Exchange 2003, IIS, SQL Server 2005/2008, Sharepoint Server 2003, Operations Manager 2005 (MOM), Dynamics CRM 4, Office Live Communications Server 2005, Windows Server Update Services (WSUS), Internet Security & Acceleration Server 2006 (ISA).
- Maintained Cisco ASA5505 firewall for secure VPN tunnels to remote offices and clients.
- Administered Blackberry Enterprise Server (BES) for increased messaging collaboration.
- Introduced virtualization with Hyper-V on a SAN backend giving many benefits including savings in IT spending.
- Researched, planned and implemented enterprise wide procurements while working closely with various vendors to negotiate best pricing.
- Took additional responsibilities to accomplish various client work and minimized the project costs.
- Demonstrated disaster recovery by utilizing Symantec Backup Exec 12 & continuous backup protection with LTO-2 tape technology.

SYSTEMS ADMINISTRATOR

University of Wisconsin – Madison Medical School

2001-2005

- Provided all levels of support for over 1000 staff, nursing, medical and pharmacy students that utilized PCs, MACs, laptops, Pocket PC and PDAs.
- Hired, trained and managed new employees as helpdesk consultants.
- Created critical print management application that was used extensively on a daily basis which minimized department costs.
- Responsible for detailed document procedures.
- Successfully managed a computer lab with exceptional troubleshooting and problem solving skills.

IT INTERN

INTERMET

1999-2001

- Provided comprehensive helpdesk support for 200+ employees in various locations via email, telephone and in person.
- Kept detailed inventory of all hardware including workstations, servers and printers to ensure efficient spending in IT.
- Performed tasks to ensure infrastructure was Y2K compliant.

EDUCATION

BS of Economics, University of Wisconsin-Madison (2001-2005)

TECHNICAL SKILLS

Operating Systems: MS Windows (2000, XP, Vista, 7), MS Windows Server (2000, 2003, 2008, R2), Linux (Ubuntu, Slackware, RedHat), OS X.

Applications: MS Office (XP, 2003, 2007), Hyper-V, VMware (Server, ESXi), Trend Anti-Virus, Symantec Backup Exec 12, Symantec Anti-Virus Corporate, MS Exchange (2000, 2003), MS Dynamics CRM (3, 4), MS Operations Manager 2005, IIS, Apache, Tomcat, JBoss, MS Sharepoint Server 2004, MS Project Server, MS Virtual Server 2005, Windows Servers Update Services, SAS 9.1.3/9.2, ESRI ArcGIS Desktop\Server (9.1, 9.2, 9.3), CITRIX Presentation Server 4, Altiris Deployment Suite, Nagios, Lotus Notes, AS/400.

Hardware: Dell PowerEdge Server (2800, 2850, 2900, 2950), Cisco ASA5505, Dell PowerConnect Switch (2824, 6248), HP ProCurve 2810, Dell PowerVault MD3000i, HP Proliant DL380

Network: DHCP, DNS, WINS, TCP/IP, Wireless, Novell.

PROFESSIONAL CERTIFICATIONS

Dell Fast-Track

Microsoft Certified Technology Specialist (MCTS) – In Progress