
Systems Administrator ~ MS Active Directory ~ Troubleshooting ~ Secure Networks ~ Security Clearance

Technically focused, highly successful with **14+ years' rich experience** in working and delivering as part of the technical environment, seizing control of critical problem areas and delivering on organizational commitments; major experience across all facets of providing computer support in a professional business environment supporting Windows XP, Lotus Notes, MS Office, VPN, and remote access support, security clearance, Troubleshooting Lotus Notes software problems amongst others. Thorough knowledge of monitoring network performance and security issues, also administered system mail and internet access. Dexterous at Creating tickets using Peregrine Service Center software and escalating tickets to specific groups. Insight in assisting customers with Citrix Desktop using Local Office and Remote office issues. Prudently facilitated Troubleshooting and resolved all hardware problems including workstation, monitor, KVM switch, speakers, keyboard and mouse, and CAC reader. Maintained the Image workstations and laptops using ghost for dissemination to staff ensuring all software installed is working properly as also achieving desired objectives and organizational growth. Proven expertise in maintaining Windows and Unix (Solaris 8, 9) server environments and client workstations, also loaded, configured data and software packages. Competently performed backups, updates, and restoration of files. Administered user accounts and performed user maintenance on UNIX and PC workstations. Proficient in managing widely-divergent, simultaneously occurring projects within agreed time lines. Successfully integrate solid technical, communication, personnel leadership, and expertise in pursuit of bottom-line goals and objective. Meticulous approach with super planning, work management & deliverance skills. Excellent man-management, time management, and leadership skills.

PROFESSIONAL VALUE OFFERED

Systems Administration	Troubleshooting	Maintenance support	Customer Support
System Performance	Security Clearance	Performance Optimization	Installation & Upgrades
WAN	Process Control	Server environments	User Maintenance
Network Management	Network Repairs	Technical Resolutions	Configuration & Testing

CAREER PROGRESSION

Service Desk Analyst, [REDACTED]

- Instrumental in providing support by way of Windows XP, Lotus Notes, MS Office, VPN, and remote access support.
- Proficient in the understanding of TCP/IP.
- A dynamic team player with excellent interpersonal skills with good oral, written and telephonic communication.
- Proficient in providing Mac and BlackBerry support which help customers with various computer based technical issues.
- Engaged in Resetting passwords and unlock accounts for unclassified and classified machines.
- Involved in troubleshooting Lotus Notes software problems as also LANDesk or Remote into customer machines.
- Assisting customers with setting up the Meeting Place and at the Same time.
- Competent in creating tickets using Peregrine Service Center software and escalating tickets to specific groups.
- Helping customers with Citrix Desktop using Local Office and Remote office issues.

Event Promoter, [REDACTED]

- Acknowledged for promoting Real Estate Education products for events through advertisement using Road Side Signs, \$100 Dollar Flyers, Newspaper ads, Craigslist ads and word of mouth.
- Thoroughly revised the research process to coordinate with the product marketing in a better way, resulting in more successful marketing programs and increased sales.

IT Support Specialist, [REDACTED]

- Responsible for Troubleshooting and resolving all hardware problems including workstation, monitor, KVM switch, speakers, keyboard and mouse, and CAC reader.
- Associated with Image workstations and laptops using ghost for dissemination to staff ensuring all software installed is working properly.
- Accountable for adding CAC certificate to user accounts within Active Directory, Reset client passwords and resolve log on problems.
- Engaged in the Setup and configuration of printers, assisting users with various connecting to printers and print problems.
- Successfully troubleshoot any user software related issues.

- Gained invaluable experience in providing System Administration Support for the DII COE based system, Air Force TBMCs program.
- Competently maintained Windows and Unix (Solaris 8, 9) server environments and client workstations, loaded, configured data and software packages.
- Actively performed backups, updates, and restoration of files.
- Deftly administered user accounts, performed user maintenance on UNIX and PC workstations.
- Assessed network performance and security issues and administered system mail and internet access.
- Participated in technical meetings with customers and implemented divisional and corporate policies.
- Worked closely with classified computing and multi-level classified environments.
- Mounted racks and stacked server equipment, connected power and networking cables.
- Swapped power supplies, computer servers, and server rack mounts.

Helpdesk Systems Analyst,

- Sound knowledge of Air Force NCC operations, protocol and help desk operations.
- Provided phone and desk side support to approximately 7000+ users in the areas of e-mail, directories, windows desktop and other applications.
- Engaged in the Troubleshoot of hardware/software for PC and printer/peripheral problems.
- Supported Microsoft Office, Windows 2000/XP, Active Card Gold, PKI/CAC card, blackberries, various printers and desktop PC's.
- Assisted users through SMS and DMware Remote Assistance.
- Supported and maintained user account information including rights, security and systems groups.
- Responsible for documenting, tracking and monitoring problems to ensure timely resolution.
- Created and tracked Remedy tickets, assigned priority, documented and resolved or elevated to appropriate groups for resolution.

Cyber Systems Operations

- Accountable for building, maintaining, and repairing networks and computer systems for speed, reliability and efficiency of operation.
- Provided technical support and assisted with network access, printing equipment, and application software operation.
- Performed network management, administration and information protection on local, metropolitan, and wide area networks.
- Configured and supported Windows Server 2003, XP Client Software, Active Directory, DNS, DHCP, IIS, SQL, and TCP/IP.
- Setup firewalls, proxy, and RAID configuration for servers.
- Installed and configured interconnecting devices such as microcomputers, Cisco routers, Cisco switches and cabling.

Desktop Support Technician

- Provided setup and installation of Dell PC's.
- Imaged Windows XP onto PC manually via network and added software and printer drivers.
- Added new clients to active directory and joined client to domain.
- Configured IP settings and test network connectivity.
- Set permissions for files and folders, configured Outlook and also data encryption for security.
- Completed migration of client data from Windows 2000 to Window XP.
- Diagnosed & resolved problems during the installation.
- Responsible for installation and set up of external peripherals such as printers, scanners, etc.
- Followed customer support policies, procedures and standards.
- Duly answered calls and used help desk ticketing system to keep track of client related issues.
- Proxy into client computers and helped them to solve problems and make necessary software updates.

Information Management / Work Group Manager,

- Managed Desktop support/workgroup related problems in a user environment of 45 to 50 computers.
- Engaged in troubleshooting, researching, diagnosing, documenting, and resolving technical issues surrounding Windows XP, Windows 2000 Professional, MS Office, Outlook, e-mail, Internet connections, software and hardware/peripherals.
- Responded to trouble tickets, prioritizing user requests, and resolving complex issues on time.
- Successfully resolved hundreds of issues each day without requiring escalation to a higher tier.
- Set up workstations and laptops for new employees; configured systems, ensured network connectivity, and installed and tested hardware and software.
- Conducted research on proposed system upgrades and identified potential incompatibilities that led to alternative system purchase.

Security Forces (Augmentee), [REDACTED]

- Provided armed response and controlled entry and exit of personnel on and off base.
- Detected and reported the presence of unauthorized personnel and activities.
- Enforced standards of conduct, discipline, and adherence to laws and directives.
- Directed vehicle and pedestrian traffic and apprehended and detained suspects.
- Searched persons and property, secured crime and incident scenes and investigated motor vehicle accidents, minor crimes, and incidents.
- Conducted interviews of witnesses and suspects, collected, seized, and preserved evidences.
- Completed reports of incidents and obtained statements as also participated in contingencies.

Satellite Wideband and Telemetry Systems [REDACTED]

- Established and maintained communication links with distant earth terminals through communication satellites.
- Operated earth terminal control consoles and monitored system performance indicators.
- Experience in an array of functions including analyzing, testing, calibrating, or maintaining satellite systems equipment, assembly, installation, repair, modification, and operation of instrumentation and telemetry systems; adjusting and calibrating instrumentation components; replacing defective parts or repairing faulty components; installing, maintaining, repairing, modifying or operating wideband and satellite earth terminal communications systems equipment.

Stock / Inventory Associate, [REDACTED]

- Stocked merchandise on shelves for customers, inspected inventory for damaged items and maintained a clean store environment.
- Used computerized inventory device to physically track all products, materials and equipment.
- Provided consistent service and assisted customers in moving heavy merchandise.

Golf Cart Technician, [REDACTED]

- Repaired and maintained electric golf carts in automotive repair shop, using hand tools and electrical testing devices.
- Determined type of repairs required by reading work orders, talked to cart operator, or test-drive cart.
- Tested performance of motors using voltmeter, ammeter, and wattmeter.
- Dismantled motor and repaired or replaced defective parts, such as brushes, armatures, and commutator, using wrenches, pliers, and screwdrivers.
- Rewired electrical systems, and repaired or replaced electrical accessories, such as horn and headlights.
- Tested and recharged or replaced golf cart batteries.
- Lubricated moving parts and adjusted brakes and belts.
- Performed structural repairs to body of cart, seats, and fabric tops.
- Recorded parts used and labor time on work order.

Sales Representative, [REDACTED]

- Provided Life, Medical Supplements, and Long Term Care insurance policies to individuals in the Senior Health Market.
- Maintained a high level of customer service by staying informed of coverage needs and establishing trust with policyholders.
- Promptly learnt how to promote a wide variety of product offerings utilizing consultative sales approach.
- Achieved individual sales goals and met company sales expectations.

Power Generation Equipment Repair [REDACTED]

- Repaired and maintained mechanical, electrical generator equipment utilizing schematics, hand tools, power tools, and precision measuring instruments.
- Visually inspected, measured, and detected worn or misaligned parts.
- Dismantled machines, ordered replacement parts, and repaired equipment.
- Experienced working on assorted gasoline, diesel, and turbine engine generators up to 60kw.
- Repaired/overhauled starters, alternators, generators, fuel injectors, voltage regulators, wiring harnesses, and switch control circuits.

EDUCATION

- B.S. Management Information Systems from [REDACTED]
- (AAS) Electronic Systems Technology Degree from [REDACTED]
- Theater Battle Management Core Systems Course from USAF, [REDACTED]

- █ Communications - Computer System Operations Course from █
- Satellite/Wideband and Telemetry Systems Course from █
- █ Electronic Principles Course, █
- Power Generation Equipment Repairer Course █

CERTIFICATIONS

- CompTIA Security +, Oct 2010
- Microsoft Certified Professional (MCP) for Windows XP, Oct 2006
- CompTIA Network +, Nov 2006
- CompTIA A +, Sept 2000

CLEARANCE

- Top Secret (TS/SCI) W/ CI Poly Security Clearance (DoD), Active, December 2007

References and Verifying Documentation Furnished upon Request