

CLIENT NAME

📍 123 Anywhere • Any town 📞 123-456-7896 ✉ Clientemail@yahoo.com

NETWORK/SYSTEM ADMINISTRATOR/MANAGER BUSINESS PROCESS OPTIMIZATION ~ IT MANAGEMENT ~ PROJECT MANAGEMENT

Software Engineering Processes

Application Testing

IT Analysis/Technical Troubleshooting

System & Network Upgrades

Quality Assurance

Problem Identification/Analysis

Disaster Recovery Planning

Server Optimization

Cross-Team Collaboration

Leadership & Performance Enhancement

Result-driven, analytical and highly adaptable professional with extensive experience enhancing IT operations across enterprise. Skilled in aligning end-user needs with long-term resolutions to complex IT challenges. Track record of success developing, deploying and evaluating systems aimed at improving quality and efficiency.

Advanced expertise in LAN/WAN administration, helpdesk management, and integrated software applications. Skilled troubleshooter continually focused on identifying, isolating and resolving technical issues.

Strong knowledge and comfort within Microsoft based server environments, along with all peripheral processes.

Collaborative communicator skilled in building and strengthening relationships across functions to drive cohesive, strategic operations.

BENCHMARKS & MILESTONES

- **FISCAL IMPACT:** Successfully designed and implemented a front-end billing system, which significantly reduced the company's account receivables days outstanding.
- **RISK MANAGEMENT & RISK MITIGATION:** Designed and engineered the release of the firmware and operating system upgrade for several enterprise servers that reduced the failure risk to only 0-5%, enhancing capital management.
- **PROCESS IMPROVEMENT:** Installed and configured a change management and incident system to allow the company to track and analyze the results for future business decisions.
- **SYSTEM OVERHAUL & ADMINISTRATION:** Replaced an aging and failing monitoring system that consists of over 8,500 units of telecommunication equipment, with a more up to date monitoring system. This new system increased the efficiency and reliability of alarms.

CAREER PROGRESSION

LEIDOS • Little Rock, AR
Formerly Science Application International Corp (SAIC)

2000-Present

SYSTEM ADMINISTRATOR, 2013-PRESENT

SYSTEM ADMINISTRATOR (SAIC), 2000-2013

- **Efficiency & Quality Improvements:** Effectively reduced downtime by overseeing the installation and configuration of a fail over system to reduce down time.
- **Database Management:** Diligently monitored alarms and maintained accurate and up-to-date database. Efficiently backed up and transferred database to keep systems in sync.
- **Advanced Technical Support:** Supported users with the installation and configuration of Remote Terminal Units (RTU).

CAREER HIGHLIGHTS:

*21 Years of hands-on leadership
empowering others*

*Analytical thinker with keen
interpersonal awareness*

- **Operational Administration:** Installed, configured and setup a change management and incident system.
- **Server Support:** Installed, configured, and monitored a high volume of NT servers.
- **Network Administration:** Engineered the release of the firmware and operating system upgrade on a high volume of NT servers. Maintained the upgrade of the software and firmware of each system.
- Created management reports that aided in key business decisions.

ENERGY CORPORATION • New Orleans, LA

1997-2000

IT CONSULTANT

- **IT Infrastructure Design & Management:** Designed and implemented a disaster recovery plan for a NT infrastructure.
- Installed, configured, and setup a high volume of NT servers.
- **Server Configuration & Support:** Configured Microsoft WINS, DHCP, and DNS servers.
- Managed and oversaw the release of firmware and operating system upgrade of a high volume of NY servers.

LANDSTAR CORPORATE SERVICE • Jacksonville, FL

1993-1997

NETWORK MANAGER

- **Personnel Management, Training & Development:** Managed a team of technicians that supported a WAN/LAN.
- **Network Administration:** Coordinated the designing and implementing of an initial network infrastructure that included Cisco routers, Frame relay, SNA servers, Microsoft Exchange, DHCP, WINS, DNS servers and Firewall.
- **Expense Control:** Designed and implemented a front end billing system.

TECHNOLOGY PROFICIENCIES

Protocols: SNMP, TCP/IP
Operating Systems / Software: Microsoft Office, Microsoft Exchange, Windows Operating System, UNIX Operating System, BMC Remedy, SQL
Hardware: CISCO Router Configuration, Cabletron Hub Configuration, Remote Terminal Unit (RTU), Network Servers and Workstations

EDUCATION AND PROFESSIONAL CERTIFICATIONS

UNIVERSITY OF NORTH FLORIDA, Jacksonville, FL
MBA (IN PROGRESS)

EDWARD WATERS COLLEGE, Jacksonville, FL
BACHELOR OF SCIENCE, BUSINESS ADMINISTRATION

NOVELL CERTIFIED NETWORK ENGINEER (CNE)
MICROSOFT CERTIFIED SYSTEMS ENGINEER (MCSE)
NETWORK+ CERTIFICATION

