JOHN SMITH

City and State | Phone Number | Email | LinkedIn URL

NETWORK ADMINISTRATOR

Network administrator with 10+ years of experience supporting applications, servers, Microsoft SQL databases, system deployments, documentation, and user processes. Excel at delivering projects on time and within budget, implementing methodologies and driving continuous improvements to environments. Adept in team leadership and training, issue analysis, and problem resolution.

CORE COMPETENCIES

- LAN/WAN Administration
- Server Builds & Installation
- Quality Assurance Support
- Systems Installation/Configuration
- System Security/Backup & Recovery
- Software Installation/Configuration
- Server Management
- Project Management
- Security Solutions

PROFESSIONAL EXPERIENCE

ABC CORPORATION | City, State   05/2018 – Present
Network Administrator/Systems Support
Support Desktop/Network Infrastructure for 750+ employee multi-site hospital comprised of 45 Microsoft/Linux servers, 450+ workstations, 50 laptops, and 90+ printers in an Active Directory/Exchange environment. Ensure availability of LAN and WAN resources; analyze, troubleshoot, and deploy computer applications and systems, application issues, and server problems.

- **Improved efficiency workflow by 50%** and reduced errors by 75% through deployment of TSytemEV point-of-care EDIS solution.
- **Spearheaded continuous process improvements** by successfully creating and maintaining user accounts, group policies, and e-mail accounts within Active Directory/Exchange.
- **Achieved and maintained optimal functionality** with minimal disruption to operations by conducting thorough and extensive testing.

XYZ CORPORATION | City, State   11/2014 – 04/2018
System Administrator
Managed 20 production and development VM servers. Coordinated user acceptance testing across 15 remote offices. Developed customer SQL queries used to provide real time alerts to remote field offices. Coordinated deployment of application patch releases. Optimized server resource allocation within VM farm. Developed custom email alerts using Astea software, leveraging SQL queries and XML transactions.

- **Drove a 40% decrease in website downtime** by migrating server sites and online stores to Linux server.
- **Reduced costs from millions of dollars to just $150K;** negotiated lease of fiber lines with City of Atlanta vs. installation of proprietary T-1 lines.
- **Maintained 99.99% uptime of Smart Services** and equipped company with scalable systems to support rapid business growth.
- **Analyzed trends to measure and continuously improve service quality** while lowering staffing and operational costs.

11/2012 – 10/2014

...rmance, training and contractor budget, system incident
...ules. Troubleshot, diagnosed, and resolved technical issues

...ams for employees with an emphasis on technical

...dures in accordance with policies, goals, and

...aching, motivation, and training techniques.

...ERTISE

...are 5.x, Linux (beginner)
...BM Workstations and Laptops; Allied
...and other peripheral devices
...Terminal Server, MS Routing/Remote
...prise, Sophos Endpoint Security (Anti-Virus),
...r Administrator and Open Manage, Symantec
...s and Admin Pacs. Open Source:

...PX, SNMP, SMTP/POP3/IMAP/LDAP,

...University of Denver, Denver, CO