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Arturo Lagos

Windows Systems Administrator

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TECHNICAL SKILLS

Windows 7 and Windows 10

Windows Server 2012 R2

Windows Server 2016

Windows Server 2019

Microsoft SCOM 2016 R2

Microsoft Azure

Microsoft Office365

Microsoft Entra ID

Active Directory

Azure File Sync

Azure Virtual Desktop

VMWare and Hyper-V

PowerShell

SolarWinds

TCP/IP, DHCP, DNS, and SMTP

EDUCATION

BACHELOR OF SCIENCE
Computer Information Systems
DeVry University
Phoenix, AZ
Magna Cum Laude
President's List
Sigma Beta Delta Honor Society

PROFESSIONAL PROFILE

An accomplished IT Systems Administrator with comprehensive experience in a multi-site, geographically diverse, and fast paced environment. Reputation for showing great attention to detail, solving complex manufacturing problems, and increasing efficiencies. Solid track record of learning and leveraging new technologies, applications, or processes to provide immediate positive impact to the organization. Expertise in Windows Server administration, vendor management, and Dell enterprise server hardware. Holding certifications in: ITIL v3, MCP, MCSA: Windows Server 2012 & Windows Server 2016, Azure Administrator Associate, Azure Virtual Desktop Specialty, and Windows Server Hybrid Administrator Associate

EXPERIENCE

Systems Administrator
Stantec   March 2023 - Current

Working closely with the US Regional Server Team to install, administer, and optimize the corporate Windows Server Infrastructure and related components. Ensure the availability of client/server applications and corporate resources such as Active Directory, DNS and DHCP.
Utilize Hyper-V to manage and support the virtual infrastructure. Manage server hardware by utilizing Dell OpenManage . Utilized IT best practices to support corporate policies, procedures, capacity planning, and performance monitoring and tuning.

- Directly involved several aspects of migration efforts between Cardno and Stantec. Participated in migration planning meetings, setup monitoring with Azure File Sync to help with data migration efforts, and decommissioned large parts of Cardno's IT Infrastructure, both on-prem and in Azure.

Systems Administrator
Cardno Corporation (Acquired by Stantec)   Jan 2018– March 2023

Engaged with a tightly integrated Infrastructure team, which is responsible for: The operational maintenance of both on-prem and cloud-based Windows file, web, and database servers. Maintaining VMware infrastructure, Microsoft Active Directory, SCOM and SolarWinds monitoring systems. Administration of AD file shares, user accounts, and permissions. Managing corporate networks services and resources such as GPOs, DNS, DHCP, etc. Providing documentation and guidance, while using clear and effective communications to assist help desk and customer support teams.

- Assisted with the implementation, management, and monitoring of Cardno's Azure Virtual Desktop deployment, which allowed for the replacement of on-prem Citrix hardware and a reduction in administrative overhead.
- Documented and assisted with the deployment of Azure File Sync, allowing for multi-site access and synchronization of our on-prem file shares in a hybrid file server infrastructure. This helped minimize or in some cases, completely eliminate server hardware expenditures for several branch offices.
- Responsible for integrating SolarWinds with our ServiceNow ticketing system. This enabled automated ticket generation based on network and application alerts, which allowed service desk & infrastructure personnel to react faster to network outages and application issues.
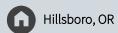
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SKILLS

Attention to Detail

Budgeting

Team Leadership

Project Management

Accountability

Improving Efficiency

IT Applications

Business Systems

Customer Support

Change and Configuration Management

CERTIFICATIONS

ITIL v3: Foundation

MCSA: Windows Server 2012

MCSA: Windows Server 2016

Microsoft Certified: Azure Administrator Associate

Microsoft Certified: Azure Virtual Desktop Specialty

Microsoft Certified: Windows Server Hybrid Administrator Associate

EXPERIENCE continued

Systems Administrator
Blue Arch Technology Services, LLC   June 2017 – Dec 2017

Utilized IT management products such as SolarWinds to proactively monitor and maintain vital IT infrastructure components for managed services clients. Provisioned, installed, and configured operating systems, infrastructure hardware, and applications on both physical and virtual platforms. Interacted with business professionals at various levels to provide consultative services and recommendations to help improve business operations and solve technical issues.

- Carefully planned and successfully executed a complex server migration for a client organization, that included migrating several file shares, server-based applications, and upgrading from Windows Server 2008R2 to Windows Server 2016.
- Educated and encouraged a client organization to replace aging server hardware running Windows Server 2003 with a more up-to-date server running Windows Server 2012R2. This allowed the customer to realize immediate performance benefits, along with several other feature upgrades and security enhancements offered by running a modern OS.

Infrastructure Engineer
Intel Corporation   Oct 2015 – Jun 2016

Managed a Windows environment of approximately 200 servers. Provided operating system support on enterprise level servers through performance tuning, systems upgrading and patching, maintenance, and troubleshooting. Interfaced with product development engineers to collaboratively create and maintain a stable and effective Sort Test development environment.

- Utilized windows batch scripting to automate the server imaging process which reduced the potential for human error and allowed for a more efficient use of technician resources.
- Installed and configured Microsoft SCOM 2012 R2 to enable a more proactive, comprehensive and flexible approach to monitoring key infrastructure items.
- Utilized Group Policy Management Console within Active Directory to test and enable various GPO settings, bringing a more standard and consistent user experience and protect the production environment from unnecessary or unauthorized changes.

Systems Engineer
Intel Corporation   Dec 2010 – Oct 2015

Developed, tested, and implemented integrated solutions across the full spectrum of automation capabilities: Including MES300, SPC#, Test-Wafer Tracking, and Station Controllers. Collaborated with engineering customers and peers to understand requirements and solve complex manufacturing problems.

- Delivered a big win in efficiency by remodeling Planar SPC charts. Leveraged new capabilities, modeling standards, and educated users on the benefits. This allowed for the removal of unnecessary data collection and test name management reduction of 92%.
- Partnered with network engineers to implement a unique "cross-site" solution that enabled a windows client to pull data from a separate manufacturing facility, eliminating the need to purchase additional supporting equipment and realizing a cost savings of approximately $80,000.00.
- Enabled the use of Tool Notification Manager and coached module engineers to deliver a solution for a complex use case which resulted in a 50% increase in tool availability.