

Mary Smith

Network & Systems Administrator

Delivers practical ROI for small and mid-sized companies, utilizing strong customer service skills, a patient demeanor, and a steadfast approach to solving problems. Depth of experience ensuring the health of a company's technical assets with reliable availability to meet demanding uptime Service Level Agreements (SLAs). Enthusiastic team member able to quickly change priorities to fit project needs, achieving high productivity in a short time. Regularly recognized by managers for being diligent and responsive, and following through until the job is done.

Core Strengths in:

End-user Training & Support	Disaster Recovery Planning	Network Design & Configuration
Email Services Administration	System Backups & Restores	LAN/WAN Networks
Client/Server Architecture	VPN Installation & Configuration	Performance Monitoring & Tuning

Technology Profile

Certifications:	CompTIA A+, MCSE, MCSA, MCP
Systems:	Windows 9X/NT/2000/XP/2K3/Vista/7/2K8, Novell NetWare, Mac OS Active Directory, DHCP, DNS, RDP, TS, Exchange, SharePoint, TCP/IP
CRM:	Remedy, Peregrine, Kaseya, ConnectWise PSA, Meditech, Allscripts, Clientele, Hyena
Antivirus:	Symantec, McAfee, Trend Micro, Norton, AVG, Kaspersky, Manual Removal
Software:	MS Office 97 - 2007 Word/Excel/PowerPoint/Outlook/Access/Visio, Java, Adobe, PDF, etc.
Remote:	MS Remote Assistance/NetMeeting, WebEx, Go ToMyPC, PC Anywhere, LogMeIn, VNC
Network:	Cisco, Linksys, NETGEAR, SonicWALL, Switches, ICF, Spam Filters, Patch Management
Peripherals:	HP/Xerox/Cannon Printers, Copiers, Scanners
Backups:	Windows Backup, Symantec, VERITAS, ARCserve, Double Image O
Special Skills:	Raid, Data Recovery, Image Builds, VMware, Part Replacement, Hiren's, Acronis, Ghost

Professional Experience

Symeron, Inc., Seattle, WA

2010–Present

Network Administrator

Performed on-site, remote desktop support, and IT administration for a company with a rapid growth strategy. Managed technical assets and made recommendations for all technologies.

- Established a solid foundation to prepare for projected business growth; completed projects within time frame.
 - Made decision to standardize on Windows 7 platform, rolling out Dell Latitude laptops in addition to supporting 2K8 and 2K3 server environments.
 - Performed backup rotation and served on team to migrate to stand-alone hyper-v virtualized environment.
 - Installed a new updated antivirus server to protect against growing virus threats. Set up new thin clients inside a training room environment and attached to RDP server.
 - Updated to new conference phone systems and set-up wireless access points throughout office.
- Part of technical logistics team to provide user support and conference room build-out for Inspire 2012 conference, an agile BI and analytics event with 500 attendees.
- Monitored and maintained inventory and update logs, and technology refresh logs.

Information Technology Contract Positions

2009–2010

Network Administrator, Genesis Company, Seattle, WA (3 month contract)

Brought in as a consultant to provide full coverage for Senior Network Administrator. Managed Microsoft based network infrastructure for nationwide facilities, including Guam.

- Member of 2-person team to deliver a secure and stable environment by migrating single exchange server to 2K7 server, with 7 databases and storage groups. Built server from the ground up, self-learning new skills as needed to get the job done.

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