

NAME

Cary, NC | 919.919.9191 | email

Focused on providing quality **system and network administration support and exceptional customer service**. Extensive experience **provisioning, installing, operating and maintaining hardware and software related infrastructure**. Proven ability to **manage multiple projects and priorities** – quickly troubleshooting and resolving issues and identifying **opportunities for innovation to optimize systems**. Leverages strong communication skills to build **positive relationships with internal and external stakeholders**.

Windows | Active Directory | TCP/IP | Cloud Infrastructures | Web Server Architectures | VMware
OEM Software | XenServer | HyperV | Security Administration | VPN Knowledge | Merakifirewalls/switches

SELECT ACCOMPLISHMENTS

- Recognized by SoftPro customers and internal teams for **responsiveness, breadth of knowledge and a 95% first time fix rate**
- **Decreased high vulnerabilities by 30% in less than three months** with 20% more servers scanned
- **Closed 20% of all IT tickets, published 28 SoftPro website updates and on boarded 53 new hires in Q1 2017**
- Researched, evaluated, installed and configured devices in Cisco Call manager that facilitated the transition from physical phones to IP Softphones **saving SoftPro \$50K in associated hardware costs**
- **Added automation to the AllVersion install process using PowerShell** allowing internal users to run multiple versions of the application on one box

PROFESSIONAL EXPERIENCE

SoftPro | Raleigh, NC 2010 – Present

System Engineer (2014 – Present)

- Provide Enterprise Server support for over 150 physical and virtual servers; install, maintain, troubleshoot and debug proprietary client server software in peer to peer networks and Windows 2003/2008 fully integrated Active Directory domains
- Ensure proper documentation of processes and procedures related to eCAS and iSoftPro; document and communicate the status of IT related issues via company-wide emails
- Manage the timely and effective set up of new accounts and systems; provide one-on-one training and support for new staff
- Oversaw the transition from Windows 7 to Windows 10; evaluated applications, developed processes/procedures and assisted employees during and after the update
- Stopped a Ransomware attack on the main file server and led data recovery efforts restoring all files within two hours
- Identified an R&D build issue associated with McAfee Access Protection; worked with vendor team to isolate and resolve the problem allowing the development process to continue uninterrupted

IT Systems Support Specialist (2010 – 2014)

- Provided IT tech support to 400 employees; supported local and remote desktop/laptop computers running Windows 7
- Used Microsoft MDT to image and configure computers for deployment locally and remotely; configured application software such as Microsoft Office, Citrix and Cisco
- Setup, configured and maintained Virtual Private Network settings and provided positive client service/technical support
- Installed and configured Microsoft SQL Server 2005, 2008 and 2008 R2

Lenovo international / IBM | Morrisville, NC 1996 – 2009

Software Development Quality Analyst/Lab Administrator

- Managed and performed planning, analysis and testing phases of software development lifecycle ensuring the quality, reliability and completeness of three products
- Engaged stakeholders across the company to define end user requirements; documented specifications and requirements
- Worked with teams in Japan to improve the QA process; consistency across global locations resulted in a 90% first time pass rate
- Supported technicians and users, answering break/fix questions on function and usage of Lenovo products and enterprise software via desk side/virtual support, telephone and/or email

Previous roles include: Web Content Developer, Senior Lead Technical Support Specialist – PC Help Center Division, Senior Technical Specialist – Help Center Communication Team & Multi Media Software Development and Test Technician

EDUCATION & CERTIFICATIONS

B.S., Business Administration | The University of North Carolina at Chapel Hill

MCITP: System Administrator Certification | 2008