duncanbullet

555-555-5555   email@email.com

SUMMARY

A dedicated and experienced network and system administrator looking to leverage industry knowledge into a technical administration position. Successfully executed a wide verify of projects with the objective of optimizing system efficiency and uptime. Approaches work with a "servant" attitude and places importance on a positive culture within the workplace along with building and maintaining relationships.

SKILLS

Networking: Design, configure, deploy, and troubleshoot enterprise WAN, LAN, and wireless networks, Experience with Cisco enterprise Layer 2 & 3 devices, including Nexus and Catalyst series products, maintain Aruba and Cisco wireless infrastructure. Install and configuration of Cisco ASA firewalls and Firepower integrated threat defense. Proficient in inter-VLAN routing and subnetting. Manage and troubleshoot multiple DHCP scopes across a range of networks include WLAN and WAN

Virtualization: Proficient in VMWare vSphere 5.5 & 6.5 as well as Horizon 7.4, Deploying and maintaining virtual desktop infrastructure to over 1500 users, Develop and integrate virtualized solutions for facility wide projects, resolve issues relating to virtualized infrastructure. Troubleshoot problems related to VDI and VSI environments.

Windows Server: Configure and deploy multiple versions of Windows server including 2008, 2012, and 2016.

SAN Management: Experience with Dell EMC CX4, VNX, and Unity SAN systems, Create LUNS, Storage groups, and RAIDs. Map SAN storage to physical servers over fiber.

Design & Documentation: Design network and system, maps, as well as integration and implementation plans. Document all configurations of existing and newly implemented systems.

PROFESSIONAL EXPERIENCE

Big Hospital Health System – Big Hospital | Little Hospital
Systems Administrator   **2016 – Present**
- Primary Tier III support for 1000+ employees and 700+ end user devices spanning across multiple campuses
- Provided systems administration support for the following systems:
  o Enterprise Network (WAN and LAN), Hospital Information Systems/Electronic Medical Record Systems, Microsoft Active Directory, Group Policy, VMWare View/vCenter, Imprivata Single Sign On
- Configured and supported Cisco 2960X, 3850G, Nexus 9410, and Nexus 9372 switches, 2800 and 1841 routers
- Provided support on IPSEC L2L VPN tunnels as well as Cisco AnyConnect Software VPNs
- Technical lead for implementation of network refresh, VMWare Horizon 7.4, Electronic Medical Record System upgrades
- Upgraded core networking and access layer networking devices to current generation cisco devices.
- Implemented best practice mail and content security policies on Cisco IronPort and Firepower devices.
- Configure, troubleshoot, and maintain DNS server and zones. Assign records to support system changes and modifications.
- Documented network map with detailed information about switches and routers
- Primary technical lead for system integration projects
- Analyzed metrics and created reports for executive presentation
- Provided Tier III escalation resources to on-call personal, 24/7

Corporate Hospital (formerly another corporate hospital)
Help Desk Analyst   **2015– 2016**
- Received and triaged incoming support requests from end-users via telephone, incident management system, and in person
- Translated user statements into technical problem statements and documented technical support incidents via incident management system
- Provided escalation details to systems/network/database administration teams
- Provided follow-up communication to end users throughout the lifecycle of the incident
- End-user hardware/software support and training
- After-hours and holiday on-call support to all hospital departments and facilities

EDUCATION

Community College, City, State | **A High School**, City, State
A.S. Business Administration, In progress | High School Diploma, 2014