

Nun Ya Bizznis

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Career Profile

Consummate IT professional with twenty years of corporate, small business, datacenter, and government/public safety experience. Effectively performs in all aspects of IT infrastructures, support, and management, with an emphasis on efficiency and production level standards including project management, process improvement/optimization, and documentation.

- Experience focused on Microsoft products with strong working knowledge of Apple products.
- Ability to handle all different industries and organizations along with their associated technical challenges while adhering to contracts/SLAs.
- Quickly assesses situations and develops successful plans based on needs and available resources, successfully adapts to constantly changing and chaotic circumstances.
- Eager to learn new technologies/software and grasp how to effectively use them to improve client processes.
- Able to grasp how various technologies can work together and be utilized to resolve customer issues, including ways not previously explored/known.

Areas of Expertise:

- Servers and Client Systems
- Active Directory/Group Policy
- LAN/WAN Technologies
- Mobile devices incl. MDM
- Knowledge covering a vast amount of hardware, software, operating systems, networking, virtualization (incl. P2V), backup solutions, malware protection, VPN technologies, Cloud technologies, high availability, SBS migrations (single and split), asset/inventory tracking, ticketing systems, RMM and Systems Management technologies, licensing compliance, and much more developed over decades of consistent professional development.
- Problem Solving
- Customer Satisfaction
- Effective Communications
- Documentation
- Project Management
- Process Improvement
- Disaster Recovery Planning
- Proposals and Budgets

Employment History:

Employer – Senior Systems Consultant (FTE)

4/2014 – Present

- Provide quality IT support consistently in all IT areas and support Tiers through ticketing systems as well as direct and indirect interaction with clients.
- Successfully work all phases of projects, both individually and as part of a team as well as leading projects to successful completion.

Employer – Systems Administrator/IT Manager (FTE)

3/2012 – 3/2014

- Provided quality, high-level IT management and support in a corporate environment with an emphasis on end-user issues and enterprise server/network reliability, remote connectivity, data storage, and disaster recovery.
- Handle all aspects of IT for 75 employee firm including budgets, documentation, procurement, project management, and break/fix.

Employer: NOC Technician (contract)

11/2011 – 12/2011

Employer: LAN/PC Technician (FTE)

07/2011 – 10/2011

Employer: IT Consultant (FTE)

04/2011 – 06/2011

- Took phone calls and emails from customers; documented problems and resolutions using ticketing application and assigned tickets as needed including level two and three tickets.
- Responsible for monitoring 120+ server Data Center.
- Assessed and implemented security patches and updates per PCI compliance.
- Provided technical support of all IT assets including server and client systems, mobile devices, and supply chain/warehouse technologies.

Employer – IT Consultant (FTE)**11/2005 – 09/2010**

- Provided quality IT support in corporate/small business environments with an emphasis on end-user issues, server/data security and reliability. Worked with clients, vendors, and other personnel to resolve wide range of small to enterprise technical issues.

Employer: IT Administrator**08/2005 – 10/2005**

- Managed all aspects of IT operations for a 12-employee forensic CPA firm. Provided technical support of all IT assets, including workstation and server hardware/software failures and upgrades.
- Developed project plans to allow for increased employee collaboration and productivity, data protection and security, and remote access.
- Created and managed inventory system for all IT assets, reduction of unnecessary inventory, and implemented processes to ensure reliable operation of all IT components.
- Worked with Justice Department, FBI, and Security and Exchange Commission on financial fraud cases.

Employer: Director of Technical Services**09/2003 – 08/2005**

- Managed the Technical Services division of a multi-practice consulting company. Management included leadership of all division employees, development of Sales and Marketing strategy and overseeing the completion of Microsoft requirements for company certification and competencies.
- Provided quality IT support and a broad range of services including installation and configuration to clients. IT Support also involved assessments of client's corporate IT infrastructures and developed proposals and manages projects to bring infrastructures up to production standards.

Contract Positions:**Employer: Consultant (contract)****07/2003 – 09/2003****Employer: IT Consultant (FTE)****10/2002 – 05/2003****Employer: Systems Support Specialist II (contract)****11/2001 – 02/2002****Employer: Systems Support Specialist II (contract, FTE)****06/1999 – 06/2001****Employer: Intern (FTE)****09/1997 – 06/1999**

- Worked in solo and team environments to provide high quality technical support to all levels of end users. Provided technical support for user concentrations ranging from 5-99 users solo, 150-900 users with team members, performed mass rollouts of computer replacements following project guidelines, traveled to ensure proper processes/guidelines follows by remote office staff. Developed processes to quickly deploy new workstations to multiple departments and locations while maintaining software licensing requirements specific to each department.
- Provided technical support to all office and remote users, including servers, workstations, laptops, and mobile devices Managed all aspects of relocating corporate offices of 50+ employee consulting firm along with technical support of all company IT assets.

Education:**School: City, State**

- General studies, no degree.

Certifications:

- Level 4 CJIS Security Certification (current), passed FBI fingerprint background check.
- Various older Microsoft certifications related to Small Business Server and Network environments.
- Multitude of classes/webinars/trade shows on current technologies.
- CompTIA A+ (long time ago, in a galaxy far, far away)

References Available Upon Request