

INFORMATION TECHNOLOGY PROFESSIONAL

Troubleshooting • Server Management • Installations/Configurations

Dynamic IT Professional with strong technical knowledge and experience in Windows/MAC Systems Administration, computer operations and Batch processing. Ability to collaborate among multiple professionals, work within a multi-disciplinary team and provide effective leadership in fast-paced, deadline driven environments; flexible, self-directed and able work effectively with minimal supervision.

CORE COMPETENCIES

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| • MCSA/CCNA Certified | • Virtual Private Network(VPN) | • MAC O/S |
| • Hospital systems support | • Exchange Management | • LAN/WAN |
| • Citrix Xenapp | • Server Operations/Maintenance | • Printers |
| • Microsoft IIS/Exchange Server | • Imaging and distribution tools | • Data Storage |
| • Active Directory(MS AD) | • MS Cluster - Fail Over Cluster Management | • DNS & DHCP |
| • VMware Vsphere Administration | • Backup Management using NetWorker | • System Center Configuration Manager (SCCM) |
| • Infrastructure Support | | • TCP/IP |

TECHNICAL SKILLS

Operating Systems:

- Windows Server 2008 R2, Windows Server 2012 R2, Windows 7-10, Mac OS

Hardware:

- Network Access Storage, RAID systems, HP & Dell Servers, Cisco Routers and Switches.

Applications:

- NetIQ, EMC Smarts Console, Exchange Server 2007-2010, Blackberry Enterprise Server, BMC Remedy and Knowledge Base, ActiveSync, Active Directory, Exchange Server.

WORK EXPERIENCE

CompuCom • Scarborough, ON • 12/ 2013 – Present ***Systems Administrator for UHN, CAMH and Canada Post***

- Monitor alerts for Unix and Windows servers using tools such as NetIQ and EMC Smarts. Investigate and resolve alerts for Server down.
- Create User Account and Mailboxes using Active Directory and MS Exchange.
- Prepare and maintain daily Server reports for WebSphere Servers using Online WebSphere Console
- Prepare and generate daily Anti-Virus status report summary.
- Communicate with external vendors and partners to ensure information system meets business needs.
- Schedule maintenance window and coordinate with WINTEL teams for patching and other issues.
- Run monthly patches for Windows Server 2008 R2 and Server 2012 R2. Manage clustered servers while patches are being done.
- Create and manage NTFS Folder permissions for clients' needs.
- Monitor routine backups, resolve any issue that happen with backups and fulfill User Restore Requests using NetWorker.

- Prepare monthly server health check (performance) reports to ensure servers are up to the clients required needs.
- Manage & Monitor disk utilization, processor utilization, memory utilization on different servers.
- Responds to Help Desk telephone calls, emails, and personnel requests for technical support in a timely and courteous manner using ServiceNow ticketing tool
- Identifies and escalates issues requiring urgent attention by other IT resources or 3rd party vendors to the appropriate resource for expeditious troubleshooting and resolution.

IBM Canada • Markham, ON • 04/2013 – 12/2013

Technical Analyst for Loblaws

- Provided exceptional customer service while managing high volume of technical issues utilizing the Remedy ticketing system to resolve problems and review solutions.
- Provided remote assistance to office and store users - troubleshooting occurring issues; solved numerous problems and increased office productivity.
- Configured and setup network printers, devices, shared drives and folders for office users.
- Configured roles and access for office and store users in Active directory.
- Provided support and troubleshooting to users for Outlook setup and connectivity.

National Produce Marketing Inc. • Toronto, ON • 2011 - 2013

Desk side Support Technician

- Provided technical assistance including diagnosis and troubleshooting for hardware and software.
- Participated in rollout of new software and hardware to ensure consistency in technical standards.
- Performed hardware repairs on customers' equipment such as desktops and notebooks.
- Diagnosed and resolved problems and connectivity issues with Routers and switches.
- Troubleshoot Windows 7 and Mac OS issues and increased end user productivity by resolving complex problems quickly.
- Used Acronis True Image to image and deploy Windows 7. Troubleshoot any post-imaging issues.
- Configured and maintained Network-attached storage devices.

EDUCATION

Humber College of Applied Arts and Technology | 2011 - 2013

Diploma in Computer and Network Support Technician

ADDITIONAL CREDENTIALS

CERTIFICATIONS	Microsoft Certified Solutions Associate Windows Server 2012 R2 (MCSA) Server Virtualization with Windows Server Hyper-V and System Center CCNA in Routers and Switches CompTIA A+
AWARDS	Best Customer Service Award(CompuCom Systems) Honors standing in IT Processes and Support, Virtualization Solutions and Infrastructure, Internet Script Programming course in Humber College.
HOBBIES/INTERESTS	Fixing computers, solving complicated computer and networking problems.