

Name

addresses

505-555-5555

website

@gmail.com

PROFESSIONAL EXPERIENCE

AWS Certified Solutions Architect and Certified Developer Associate with 4 years of experience in operations focused on server administrator in mixed environments. Recognized strengths in problem-solving and troubleshooting as well as planning/implementing proactive procedures and systems to avoid problems to begin with.

TECHNICAL SKILLS

OS: CentOS, RHEL 7, Debian 9, AWS Linux, Windows Server 2008-2016, Cisco IOS.

Languages: SQL, HTML5, CSS, Python.

Platforms: AWS (EC2, VPC, CloudFormation, DynamoDB, ELB), VMware ESXi, Github.

Company

NM

2017 - Present

SYSTEMS ADMINISTRATOR: Systems Administrator of production servers in mixed environment.

- Deployed AWS EC2 instances using custom AMIs into a private VPC for an internal engineering team's testing environment, using CloudFormation JSON templates stored in Git.
- Migrated company data to AWS S3 and created life cycle policies to move old data to AWS Glacier
- Create a VPN connection between the on-premise infrastructure and AWS VPC using Check Point Firewall and AWS VPN service.
- Manage VMware environment with ESXi host on site and off site at colocation
- Monitor and test the integrity of Veeam repository and backups
- Maintain, configure and monitor all servers used in production - DC, DNS, DHCP, deployment, inventory, print, file, etc.
- Deployed a Prometheus monitoring system on a CentOS system.
- Administration of the network infrastructure - HP Switches, Brocade, Check Point Firewall, Aruba Wireless.

Company

NM

2016 - 2017

HELPDESK SUPPORT: Sole helpdesk support for over 250 employees located onsite in Albuquerque, NM and remotely in Chicago, IL.

- Answering calls, submitting tickets, and responding promptly to user created tickets.
- Microsoft office issues, Windows 10 training, Adobe Acrobat Pro troubleshooting, printer installs, company specific software installation.
- Updated hardware and software on laptops and workstations to Windows 10, created a companywide email signature template, setup phone extensions and voicemail, and created Group Policies to install printers on all PCs on the domain.

Company

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2015 - 2016

NETWORK TECHNICIAN: Member of a small team that managed the IT of 25+ small to large clients, including several medical private practices.

- Supported doctor offices, installing and configuring HIPPA compliant software used in patient management.
- Configured, installed, repaired and maintained networks, desktops, operating systems and printers.
- Monitored the backups of our clients' servers and workstations, implemented a patch management system to keep the servers and workstations up-to-date.
- Communicated with customers on the phone, aiding and resolving problems and trained customers on software and computer usage.

Company

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2014 - 2015

PC REPAIR TECHNICIAN: Interacted with customers daily, convey information clearly and concisely by using easily understood terms in explaining computing techniques.

- Provided end-user technological support for computer and LAN related issues.

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- Effectively cut down on support tickets turnaround time by 1-2 days by streamlining the process of managing repair tickets based upon urgency, demonstrating my understanding of administrative duties and providing advice regarding technical matters.

EDUCATION

Western Governors University

Bachelor of Science in Information Technology – Security

Graduated September 1st, 2017

CLASSES

Database Foundations - C175

Database Applications - C170

Scripting and Programming - Foundations C173

Operating Systems I - Linux - C220

Operating Systems II - Linux - C221

CERTIFICATIONS

CompTIA Linux +

CompTIA Project +

Cisco CCNA: Routing & Switching

Cisco CCNA: Security

AWS Certified Solutions Architect – Associate

AWS Certified Developer - Associate