



## SUMMARY

Systems Administrator with over 20 years of comprehensive experience in managing multi-site, multi-host, networked environments. Highly knowledgeable in Linux, Windows Server, networking, as well as business principles and processes. Innovative, systematic, resourceful individual, skilled identifier and troubleshooter, comfortable managing systems in large environments.

## TECHNOLOGY

- Server Operating Systems (Windows, Linux)
- Directory Services (Active Directory, Entra)
- Networking (Firewalls, Switches, TCP/IP, DNS, DHCP, VPN, NAT, ACLs, VLAN, WAN, DHCP)
- Microsoft 365 (Exchange Online, SharePoint Administration, Licensing, Teams, Purview, Co-Pilot)
- Virtualization Technologies (VMware, Hyper-V, Nutanix, Horizon, RDS)
- Cybersecurity (EDR/MDR, Zero Trust, firewalls, email security, compliance)
- Endpoint Management (MDM, Intune, SCCM, Addigy)
- Storage Solutions: (SAN, NAS, Shared storage, iSCSI, Fiber Channel)
- Bash/Shell Scripting
- Cloud Platforms and Services (Microsoft Azure)
- Backup and Disaster Recovery (Datto, Veeam, MABS)
- MSP Tools and Platforms (N-Able, IT Glue, Halo)
- Security Solutions (KnowBe4, Cisco Umbrella, SentinelOne, Huntress, Proofpoint, Mimecast)
- Understanding of ITSM frameworks (ITIL)
- HPE/Dell Servers
- Cisco, HP, Adtran switches
- Veeam/MABS
- Identity and Access Management (Permissions, Policies, MFA, SSO, SAML, LDAP integrations)
- Windows Server 2003/2008/2012/2016/2019
- Linux – Red hat, SLES, Ubuntu, CentOS
- IaaS, SaaS, PaaS

## PROFESSIONAL EXPERIENCE

Mid-size MSP, Houston, TX

**Jan. 2024 – Present**

*Field Network Engineer/Technical Account Manager*

- Serve as the primary technical point of contact for assigned clients, providing guidance, proactive support, and technical recommendations to ensure the success of their IT environments.
- Own and oversee client's technical environment, including supported infrastructure, software, security solutions, ensuring stability, performance, and alignment with operational goals.
- Oversee technical deployments, ensuring deliverables meet agreed objectives, quality standards, and seamless transitions to steady-state support.
- Manage the lifecycle of client IT assets, including procurement, upgrades, and decommissioning, while monitoring warranties, licenses, and agreements for timely renewals.
- Collaborate with internal teams and stakeholders to ensure knowledge transfer, documentation, and alignment with business goals through tailored IT roadmaps.
- Proactively assess and monitor the client's IT environment for potential risks, such as aging hardware, unsupported software, or capacity constraints and recommend solutions to mitigate them through a Quarterly maintenance process.
- Build and maintain trust-based client relationships, acting as a liaison to align technical solutions with business objectives and ensure seamless communication during projects and incidents.
- Participate in regular business reviews to share performance metrics, lifecycle plans, and opportunities for improvement or growth.
- Partner with internal teams (Sales, PMO, vCIOs, Engineers, Field Services, Service Desk, DOT Security) to identify, create, validate, and/or present upselling and cross-selling opportunities.
- Stay updated on emerging technologies, industry trends, best practices, and sharing insights to help clients optimize IT investments and improve operational efficiency.
- Contribute to internal knowledge-sharing efforts by creating documentation and supporting team understanding of client environments and technical strategies.

Mid-size MSP, Houston, TX

**Mar. 2021 – Jan. 2024**

*NOC Engineer/Systems Administrator*

- Verify/Update MSP NOC Customer backup solutions
- MSP NOC SME for Linux Systems Administrator, HPE Enterprise equipment
- Primary lead for team of 3 for Prairie View A&M's server team
  - Support/Rebuild VMWare Horizon environment for Prairie View A&M including App Volumes, VDI, Skyline, UAG

- Lead multiple projects including remediating potential security vulnerabilities across domain for servers
  - Support/manage server infrastructure through Nutanix
  - Deploy/maintain Secret Server
  - Architect, deploy, maintain DTN network for researchers
- Primary lead for DoD Client
  - Deploy/maintain DUO
  - Configure environment for remote client access via certificates through AnyConnect VPN
  - Migrate internal media wiki server from unsupported CentOS distribution to Windows Server
  - Migrate SharePoint data/site from 3<sup>rd</sup> party to client's Office365 tenant
- Primary SharePoint Administrator for energy/oil client – legacy self-hosted SharePoint 2010/2013 environment
  - Nintex Workflow support/creation
  - Maintain/repair environment to healthy state
- SQL Server support
  - Updating/Patching High Availability/Cluster and stand-alone deployments
- Maintain SCCM/SCSM environments for multiple customers

#### **Security Company Houston, TX**

**Jan. 2020 – Oct. 2020**

##### *Systems/Network Administrator*

- Installed Hyper-V, virtual machines and networks, and servers; performed virtualizations.
- Supported past and current Mobile Surveillance solutions for various government organizations (Law enforcement, Transit, School Districts, Emergency services) and private companies (Tow trucks, armored vehicles), which included troubleshooting hardware, software, and network related issues.
- Was responsible for building and configuring new clients and setups, which included current network layout, site layout, and current system layouts.
- Provided server and network quotes, along with heatmapping sites.
- Once the project was landed, set up network and server settings; configured server and storage (Windows Server and Hyper-V), configured AP, allocated network resources, and configured NVR equipment and wireless solution for vehicles (Cradlepoint, MOXA, pepwave).

#### **Mid-size MSP Houston, TX**

**Jan. 2018 – Sep. 2019**

##### *Systems Administrator*

- Performed various IT tasks from help desk, desktop support, systems administration, and network administration.
- Utilized Exchange Server for recovery.
- Performed migrations to O365.
- Administered Active Directory; rebuilt AD database for users, created GPOs, rights, groups, and integrated with Bitlocker and XenApp.
- Installed Hyper-V, virtual machines and networks, and servers; performed virtualizations.
- Handled and maintained over 20+ customers in Greater Houston area along with providing consultation, site analysis for new and existing clients.
- Obtained multiple certifications while managing/supporting clients.
- Handled architecture of complex networks.
- Installed/configured firewalls (Sophos, ASA, SonicWALL, Fortinet), Wireless AP's (Meraki, Datto), and Datto backup devices and services.
- Maintained and created new and existing domains and existing exchange servers and office 365 accounts.
- Installed/configured Barracuda spam filter services and Cisco umbrella DNS services.
- Maintained and updated processes and procedures in Kaseya.

#### **Enterprise IT Company, Houston, TX**

**2010 – 2017**

##### *Systems Administrator (NFV – Network Function Virtualization, 2016 – 2017)*

- Designed, implemented, and maintained server environment in Houston datacenter for development and POC (proof-of-concept) teams and vendors via Jira ticketing system.
- Managed, physically and virtually, servers, environments, networking, and inventory.
- Designed and implemented new network infrastructure for Lab migration to Data Center that adhered to HPE Global IT best security policies and practices.
- Created, deployed, installed, and configured multiple Linux and Windows Server virtual machines for NFV environments.
- Analyzed virtualized and hardware network flow control throughout multiple environments.

- Handled Jira ticket requests daily for new environment setups, as well as resolving any reported issues for remote teams in a timely manner.
- Monitored server health status for any potential/current issues.
- Created inventory system setup with SnipeIT and document all hardware and software.
- Led multiple projects that reached successful targeted deadlines, which included Flood inventory loss claims, ASOCs VBS environment and training, and SnipeIT inventory management system.

#### *Performance Engineer/Lab Technician (2014 – 2016)*

- Handled performance benchmarking against bleeding edge HPE servers using SPEC cpu2006 benchmark and SERT suites.
- Analyzed results and look for ways to increase performance of systems to help achieve best results against competitors.
- Setup, configured, and troubleshoot HP ProLiant and Synergy appliances for both onsite/off-site performance engineers.
- Provided training and assistance related to all HP Enterprise hardware utilized by HPS Performance Benchmark team (ProLiant ML/DL/BL, Moonshot, option cards, iLO, Storage boxes, firmware updates, system troubleshooting, hardware replacement, etc.).

#### *QA Test Engineer (2012 – 2014)*

- Tested current and latest versions of iLO against bleeding edge HPE hardware and software.
- Created and developed test cases for automation machine testing, as well as manual testing.
- Integrated HPE hardware within fully simulated IT environments, including AD/LDAP, NTP, CA/CS, Apache/IIS, WinPE, PXE, Windows/Linux Operating systems.
- Participated actively in weekly iLO team meetings and weekly project status meetings.
- Gained the ability to project manage self appropriately while creating effective deadlines for test phase status' that line up with overall project release timelines.
- Developed, debugged, and revised test automation scripts in QTP/UFT.
- Initialized and maintained local Apache server for SPP updates through Intelligent Provisioning.

#### *QA Test Engineer (Linux Business Notebooks, 2010 – 2011)*

- Delivered SLED on select line of business notebooks.
- Tested for full functionality of all drivers and options included in notebook.
- Located and handled root cause issues against bleeding edge software and hardware and forwarded to appropriate vendor for timely resolution.
- Verified written observations were valid, isolated issue amongst unknown BIOS, software, hardware, and delegated work to appropriate vendor.
- Wrote scripts to automate repetitive tasks (bash/shell).
- Resolved observations by providing solutions to actual source code for Novell.
- Was responsible for the success for 4 out of 11 shipping notebook platforms in 2011-year cycle.

#### **Financial Management Company, Houston, TX**

**2009 – 2010**

##### *Help Desk Support*

- Provided daily company-wide support for IT related services for desktop and notebooks using Altiris ticketing system.
- Troubleshoot VPN connectivity issues for remote users.

- Handled Altiris Incident Management and created/maintained Altiris images according to use case needed.
- Worked closely with operations department on solutions that didn't have enough resources available.
- Provided help desk support via face to face, phone, and email courteously and in a timely manner.

## **EDUCATION**

#### **UNIVERSITY OF HOUSTON, Houston, TX**

Bachelor of Sciences – Computer Engineering Technology

## **CERTIFICATIONS**

Microsoft Certified: Azure Fundamentals AZ-900 (December 21, 2024 – Present)

- Credential ID: F451DD141DEC2558
- Certification number: 65098D-F01EJD

Kaseya Certified Administrator (Jun. 2018 – Present)

Sophos Certified Engineer (Feb. 2018 – Present)

Sophos Certified, Technician (Aug. 2018 – Present)

Sophos Certified Architect (Nov. 2018 – Present)  
HIPAA Security Professional (CHSP – Aug. 2018 – Aug. 2019)