

Tier 2.5 System Engineer

OBJECTIVE

Accomplished IT Professional with expertise in designing, implementing, and optimizing complex systems. Proficient self-starter with strong communication skills, able to work collaboratively or independently, and quick to adapt to new challenges and technologies. Committed to ensuring the security, stability, and growth potential of critical systems while contributing to the overall accomplishment of critical objectives.

PROFESSIONAL HISTORY

Leading MSP/MSSP – Systems Engineer

Vienna, VA

October 5, 2017 - Present

- Perform troubleshooting and support for 100+ customers' domains, servers, and endpoints
- Administer and maintain Microsoft Windows server environments (2008, 2012, 2016, 2019)
- Provide technical support for user and server issues on a 24x7 rotational basis, utilizing ticketing systems
- Administer and maintain Active Directory, DNS, Group Policy, Azure AD, and Intune
- Administer client-side and internal Firewalls. Maintain site-to-site VPN solutions
- Implement and manage Veeam Backup Solutions for efficient data backup, recovery, and disaster readiness
- Manage and maintain Microsoft SQL Server environments (2008, 2012, 2016)
- Deploy and maintain 3rd party software in Citrix Published Desktop and Published Application environments
- Leverage CrowdStrike and Red Canary to proactively investigate, analyze, and mitigate malware threats for both endpoints and server environments
- Worked closely with team members to plan and execute seamless client migrations, ensuring minimal disruption and successful transitions
- Provision, configure and administer Windows VMs in vSphere 5.5/6.5/7.0 environments
- Serve as team lead, directing the development and deployment of server and endpoint monitoring and automation solutions, leveraging custom scripts to enhance operational efficiency

A/V & Smart Building Technology Integrator– IT Network Technician

Kensington, MD

Apr 2017 – Sept. 2017

- Ran, terminated and installed Cat5/6, coaxial and fiber optic cabling to new and existing systems.
- Designed, documented, deployed and maintained IT networks and all relating A/V hardware for residential and commercial systems
- Managed client projects to ensure critical deliverables and timelines were met
- Worked remotely and on-site with clients to troubleshoot network connectivity issues, to resolve hardware/software issues, and various other application issues
- Configured switches, servers, and all relating A/V hardware to be implemented on-site at client locations
- Provided Tier 1 remote Help Desk Support for clients
- Worked with Support Department to maintain client documentation, improve internal processes and procedures, and ensure timely response to client issues

Networking

- Network diagnostic and maintenance skills
- Meraki
- WatchGuard
- Ubiquiti
- Sophos

Unified Communication

- VoIP

Operating Systems

- Windows
- Linux
- MacOS

Virtualization

- VMWare
- ESX/ESXi
- Virtual Box
- Hyper-V

Languages

- SPL(Splunk)
- Java
- HTML/CSS/XML
- C++
- Python
- MySQL/SQL
- Visual Basic
- PowerShell

Word Processing

- MS Office Suite

Applications

- Active Directory
- Group Policy
- Citrix WEM
- Netwrix
- Carbon Black
- CrowdStrike
- Duo
- Citrix Director
- Citrix Studio
- Citrix AppCenter
- VEEAM Backup & Replication
- AutoTask



Global Data Analytics & Security Software Company – Sales Development

Representative

McLean, VA

Oct 2015 – Feb 2017

- Develop go-to-market strategies with agency Account Managers to penetrate net new accounts
- Articulate technical and business value of Splunk data analytics to customers and prospects
- Map value proposition of Splunk capabilities to address agency operational, security and mission needs
- Engage executives in targeted prospect accounts
- Orchestrate discussions with senior execs around their business needs
- Manage and maintain a pipeline of interested prospects
- Leverage CRM (SFDC) and various other tools to manage and track pipeline across assigned territory
- Pipelined over \$6 million and closed \$2 million in revenue within combined State and Local and DoD accounts

Computer Repair Technician – Retail Company

- Resolved virus and malware issues
- Setup and configured equipment for customers, including installation of software and hardware
- Restored data, operating systems, files, documents and drivers
- Resolved computer hardware, software, and operating system issues and related peripherals
- Repaired and replaced hardware, including hard drives, RAM, monitors, keyboards, etc.

Marketing Assistant (Summer Internship) - Global Cloud Storage & Data Management Company

- Entered and assigned new leads using Excel
- Ensured correct prospects/leads were aligned with correct accounts
- Produced daily reports using Excel
- Worked with a team to analyze, disseminate and categorize customer information databases
- Managed project deadlines and monitored group milestones

EDUCATION

Information Technology, Bachelor of Science

December 2014

Towson University | Baltimore, Maryland

QUALIFICATIONS

-Strong Understanding of the OSI and SDLC model
-System Diagnostics
-AD, DNS, DHCP, Group Policy
-Attention to detail
-Project management
-Disaster recovery/enterprise continuity
-Strong analytical skills
-Scripting & automation
-Database design/maintenance
-Website design/maintenance
-Enterprise technologies/E-Commerce
-Strong communication skills
-Virtualization

-Data privacy applications
-System backup & recovery
-Email and network security
-Office 365/Azure/Intune
-Exchange/Teams/Skype
-Documentation
-Compliance
-Troubleshooting
-Server Management
-Cybersecurity
-Customer Service
-Server administration
-Cloud computing

-Datto RMM
-Barracuda
-Solarwinds RMM
-Salesforce
-Okta
-ITGlue
-ControlUp
-Axcient Solutions
-BrightGauge
-Webroot
-Red Canary
-Ring Central
-Cisco Umbrella
-Bomgar
-Printix
-PuTTY
-AngryIP
-Wireshark