

Summary:

Detail-oriented and results-driven Systems Engineer and Systems Administrator with over 15 years of experience delivering reliable IT infrastructure and end-user support in enterprise and MSP environments. Demonstrated expertise in server administration, virtualization, Office 365, network security, and end-to-end systems management. Adept at managing projects, leading IT support teams, and ensuring secure and efficient systems operations across multiple locations.

Employment History:

Systems Engineer/Systems Administrator

Nov 2020 – Present

Large MSP

Brooklyn, NY

Company is a full MSP of IT solutions and services

- Proactively managed IT department/Support 5 sites and asset management
- Managing, train and mentoring junior techs
- Installing network Switches, configuring and upgrading
- Working with VLAN Managing firewall and routers
- Deploying Wireless AP and configuring zone control and managing
- Supporting, migration and Managing Office 365, Active Directory, Entra/Azure AD
- Installing and supporting Microsoft Operating Systems
- Supporting and diagnosing computer systems, software and networking issues
- Imaging and deploying PCs and Kiosk
- Using enterprise Antivirus Software
- Manage projects related systems upgrades and deployment
- IT Site Survey and Relocate IT closet
- Recommending IT infrastructure upgrade for clients

Systems Engineer- Infrastructure

Sep 2019 – Oct 2020

Skills-training Nonprofit

Kenilworth, NJ

- Managing more than 100 VMware VMs, 16Hosts, Cluster, 3 vCenter
- Upgrading ESXi5.1, 5.5 to ESXi6.7
- Experienced with data storage with EMC–data domain, Synology NAS, Dell MD3200, QNAP
- Monitor virtualization infrastructure with Veeam ONE Monitor
- Monitoring Corporate multiple Datacenter
- Monitoring Veeam backup, replications and weekly test restore servers
- Manage Microsoft Infrastructure Solution and related peripheral applications, including Active Directory, Office 365, Hyper-V server
- Deployed RODC, Created GPO for workstation NTP sync, Banner, Screen lock, ATP scan for workstation and servers.
- Deployed Cerberus SFTP server with security and in place upgrade OS
- Deployed Terminal Licensing server,Upgraded internal and external SMTP server hMailServer
- Worked with Splunk and third party cyber security
- Monitor user activity with Quest Change Auditor
- Coordinate with IT audit and SOC 2 report
- Supporting corporate application SaaS

- Managing Avaya phone system and hardware monitor

Systems Administrator/ Sr. Client Services Field Engineer
 Large MSP
 Briarcliff Manor, NY

Nov 2015 – Sep 2019

Company is a full MSP of IT solutions and services

- Manage and provide onsite support to public/private company users including remote offices (250 users).
- Migrating to Office 365 from Exchange 2010 using Hybrid server
- Installing, configuring Cisco router, switches, and access points
- Supporting C-Level Execs and after hours as needed.
- Handled yearly E&Y IT audit, Microsoft VLSC licensing audit
- Coordinate with project team member upgrading physical infrastructure
- Conduct yearly DR testing - VM failure testing (Axcient, Datto)
- Helped with cloud-based application – MRI, AVID Exchange, Reallogic, Filestar, Therapy Source
- Support VDI users.
- Administer MobileIron MDM
- Cloud based hosted Exchange (BAE), VoIP phone services, Virtual PBX (Intermedia, 8x8)
- Various application support and MFA
- Managing enterprise level Crestron VTR, recording and site to site A/V conferencing.

IT Consultant/Field Engineer
 Small MSP
 Glendale, NY

April 2011 – Nov 2015

Company is a full MSP of IT solutions and services.

- Onsite client support from small to mid-range business.
- Troubleshoot with Windows/Mac laptop and desktops
- Windows server 2003/2008/2010/2012 SBS, XP/Vista/7/8 –Installation, configuration and troubleshoot.
- Installing and upgrading Microsoft exchange server2010
- Installing Hyper-V server, configuration, P2V, V2P, and support.
- Installing domain controller, upgrading, and managing Active Directory
- Install network devices – SonicWALL/ASA, Dell/Cisco Managed switch, Cisco/Sonic Point access point
- Backup and restore using Symantec Backup Exec, Shadow Protect and online backup
- Manage enterprise level antivirus Trend Micro, Symantec Endpoint Security.
- Installing DNS server and working with hosting company, ISP changing
- Managed Creston, AMX control, Polycom, Tandberg systems
- Managing phone systems-Televantage, Avaya, NEC, Cisco phone systems
- Deployed PCs using Symantec imaging.
- QuickBooks/Quicken Installation and Troubleshoot.
- Office 365 migration and administration, Google Apps administration

IT Manager/Systems Administrator
 Events Management Company

Oct 2006 – Feb 2011

New York, NY 10001

Company is a full service of creating and producing corporate communications that deliver messages with impact. From Content creation, brand development, graphic design through the execution in video, film, new media, and large events.

- Oversee company's IT infrastructure. Served as main point of contact on all IT-related matters for the company.
- Support IT environment of 150 (20% Windows, 80% Mac) users
- Administer Mac Server & Windows servers 2003 & 2008 (active directory)
- Trouble shoot user application and performance issues on system & network
- Responsible for day-to-day system administration on user ID management, email accounts, file system creation/change and maintaining version release software.
- Mac Kerio Mail Server administration, migration upgrades OS and software.
- Managed Rumpus FTP Mac server.
- File Maker Pro Mac server administration.
- Used and configured Cross platform software: Bootcamp, Fusion, Parallels.
- Backup and restore network data with Retrospect Backup Client, Time Machine, and MozyPro.
- Support wired and wireless network with Airport Base station, Cisco access points.
- Administer Avaya VOIP phone system with remote IP phone using SonicWALL VPN.

IT Support (Consultant)
Financial Services
New York, NY 10004

Aug 2005 – Jan 2006

Company is a full-service corporate communications firm that provides investor relations and public relations services.

- Setup and maintain user system accounts, provide end user support on various desktop applications.
- Setup, configure, troubleshoot, and maintain all desktops Mac OS X (50), Win XP (5), servers, printers.
- Perform LAN/WAN installations, system backups and recovery, maintain and support telephones.

Skills:

Hardware: Dell/HP ProLiant/Cisco UCS Server/X-Server, Windows/Mac laptops & desktops, network printers, Mobile Devices, A/V equipment, WAP (Engenius, Aruba, Cisco Aironet, Mikrotik, Buffalo NAS for backup

OS: Windows server 2008/2012/2016/2019, 2022, Terminal server, Windows 10/11, Mac OS X, X-Server, Basics of Ubuntu/CentOS/RedHat Linux.

Applications: Microsoft Office 365 and administration, G-Suite, Slack, Kerio Mail Server (Mac) administration, Exchange 2007/2010/Hybrid, Symantec Backup Exec, Shadow Protect, TimeCapsule, MozyPro/CrashPlan/Carbonite, Axcient, Datto, VEEAM, Retrospect Tape Backup, MobileIron, Global Scape, OfficeSpace, vSpher, vCenter, ESX1

Networking: TCP/IP, DHCP, DNS, ARP, FTP, Telnet, Firewall- Cisco, Mikrotik, SonicWall TZ and NSA series, cabling, SMTP, VPN, VLAN, LAN/WAN

AV/XDR: SWCC, McAfee, NOD32, TrendMicro, Microsoft Defender ATP, Postini MessageLabs, Proofpoint, Barracuda.

MSP software: Nable, Autotask, ConnectWise, Screen Connect/Control, Tiger Paw, IT Glue, Thycotic.

Conferencing: GoToMeeting/Webinar, Skype, Teams, Zoom, Blue Jeans, Cisco WebEx, Polycom,

SEIM: Crestron.
Splunk, Quest Change Auditor, Lionguard.

Clients: Supported Financial, Real Estate, CPA, Construction, Hospitals, Nursing home, Corporate, Media

Education: Bachelor of Science Degree in Computer Science May 2005
York College, City University of New York

Training: CCNA, SQL2005, N-able, VMWare

Certification: MTA- Microsoft technology associate