

Windows System Administrator

Highly dynamic and results-oriented IT professional with progressive experience in systems administration, server engineering, and technical support. Proven track record of collaborating with cross-functional team members and engaging with vendors. Adept at troubleshooting issues to identify and resolve defects. Skilled at spearheading installations, configurations, upgrades, and migrations. Goal driven leader with a history of improving processes to maximize efficiency and decrease downtime.

Technical Proficiencies

Windows Server, Microsoft Exchange Server, Hyper-V, VMWare, Microsoft SQL Server, M365, Entra AD, AWS, PowerShell Scripting, Active Directory.

In-depth Knowledge of: TCP/IP, IPX/SPX, RIP, OSPF, EIGRP, VLAN, SNMP, IPSEC, NAT/PAT, Frame Relay, PPP, PPTP, HDLC, ICA/RDP, Cisco, SonicWall, Routing, Switching, Firewall.

Professional Experience

State of New Hampshire DoIT, Concord, NH
Technical Support Specialist V

10/2023 – Present

My previous position was re-classified due to added responsibilities, and I now lead the Identity & Access Management team which maintains over 17,000 accounts to ensure timely account creations, deletions, and that proper permissions are maintained confirming with the Principal of Least Privilege. I assist with project management and policy/procedural documentation. Prepare reports covering accounts and group properties. Oversee training and mentoring of new technicians. Provide administrative support and address concerns of team members. Optimize processes using advanced Powershell scripting.

- ♦ Utilized PowerShell scripting to improve processes and maximize efficiency and maintain consistency of results.
- ♦ Reduced account creation/deletion time by 80% through effective PowerShell scripts.

State of New Hampshire DoIT, Concord, NH
Technical Support Specialist IV

10/2019 – 10/2023

Performed account adds/moves/changes/ deletions for AD accounts for all of the State agencies, primarily the NH Liquor commission and Department of Health & Human Services. I was also put in charge of the Printer project that I was originally contracted for in 2019. I became the second highest ticket closer within the first four months of my hire date, and was consistently praised by the ticket submitters for my speed, accuracy and attitude.

22nd Century Technologies Inc., Manchester, NH
Network/Systems Engineer (Contract)

07/2019 – 10/2019

Spearheaded project to migrate printers to new servers. Collaborated with vendors to add and replace multifunction print devices. Reviewed and verified print objects to ensure state configuration requirements are met. Led troubleshooting of defects to identify and resolve issues with printing and scanning. Documented printer configurations and performed network scans. Liaised with cross-functional and diverse team members.

- ♦ Implemented modifications and upgrades to systems to improve efficiency.
- ♦ Led migration project with minimal downtime to normal work schedule.

Freelance Contractor, Manchester, NH
Network Systems Engineer

01/2018 – 01/2020

Consult with clients, respond to queries, and address concerns. Review system performance and implement system upgrades. Perform server OS upgrades, server migrations, and virtualizations. Direct firewall upgrades and replacements in addition to VMWare upgrades and reconfigurations. Spearhead O365 migrations and optimizations. Oversee configuration of remote access for clients to work remotely. Prepare reports and provide status updates.

- ♦ Created on-site mirror server to a live AWS server for data continuity with no added expenses.
- ♦ Directed multiple IT projects for diverse range of clients in fast-paced environments.

Devine Systems, Bedford, NH
Senior Systems Engineer

10/2008 – 01/2017

Designed, built, and installed networking solutions, VMWare, and Hyper-V environments. Configured VLAN's in switches and shared storage devices. Troubleshoot, and maintained diverse email environments. Installed software, ran scripts, and configured uniform software environments on network servers and workstations. Performed or oversaw configuration and installation of remote access servers, firewalls, smart switches, VPN solutions, and routers. Executed remote and onsite network administration. Led training and mentoring of junior engineers. Spearheaded M365 migrations and optimizations.

- ♦ Served as final escalation point for technical issues and implemented viable solutions.
- ♦ Fostered and developed positive professional relationships with clients and key stakeholders.
- ♦ Standardized and optimized printing environments to maximize efficiency.

Computech Integrators, Inc., Manchester, NH
Senior Engineer

07/2000 – 10/2008

Oversaw configuration and installation of wireless access points. Led server installations, upgrades, and migrations. Executed remote services, troubleshoot issues, and configured VPN connectivity. Directed maintenance and service of diverse email environments. Liaised with vendors to resolve connectivity issues and enable clients' internet access. Coordinated configuration and installation of firewalls, fax servers, switches, and RDS environments. Installed backups, AV, and anti-spam solutions. Spearheaded M365 migrations and optimizations.