

IT PROFESSIONAL

CONSISTENTLY DELIVERING INNOVATION AND VALUE TO ACHIEVE CUSTOMER SATISFACTION

Network Administration Professional with experience delivering complex server, network infrastructure, desktop hardware, software applications, and email support. Performs technology needs analysis. Implements support methods for network and computing infrastructures. Effectively manages SAN, Exchange, virtual servers, firewall, and all routers and switches. Remains up to date on emerging technology hardware, services, support, and solutions in order to provide effective resolutions and provide technology assistance. Bilingual English and French speaking skills.

- Excellent knowledge of Microsoft Office 2003, 2010 and 2013 Suites
- Excellent knowledge of Windows Server 2003, 2008, 2008 R2, 2012, 2012 R2
- Excellent knowledge of Veeam Backup and Replication (v5,v6,v7)
- Excellent knowledge of SonicWALL firewall appliances
- Excellent knowledge of Microsoft Exchange 2003, 2010 and 2013
- Excellent knowledge of Vmware vSphere environment (4.0, 4.1, 5.0, 5.1, 5.5)
- Excellent knowledge of following workstation OS: All versions of Windows and Mac OS X (10.4-10.8)
- Excellent knowledge of Microsoft SQL server
- Good knowledge of Mitel PBX phone systems
- Good knowledge of HP and Cisco switches
- Good knowledge of Citrix XenApp 6.5
- Web Programming knowledge: XHTML/CSS & Javascript, PHP.
- Application programming knowledge: C++, Java and Python.

CORE COMPETENCIES

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|-------------------------------------|---------------------------------|-----------------------------|
| ▪ Customer Relations | ▪ Network Architecture | ▪ Leadership & Team Work |
| ▪ Consultation & Negotiation | ▪ Integration & Maintenance | ▪ Opportunity Development |
| ▪ Management & Supervision | ▪ Resource & Time Management | ▪ Training and Development |
| ▪ IT Components Management | ▪ Risk Management & Mitigation | ▪ Performance Management |
| ▪ Problem Solving & Troubleshooting | ▪ Communication & Collaboration | ▪ Technology Needs Analysis |

PROFESSIONAL EXPERIENCE

NETWORK ADMINISTRATOR

MAY 20XX – PRESENT

XXXXXXXXXXXX – XXXXXX, XX

- Administrate and manage systems for various clients.
- Performs system backups, while monitoring security and email.
- Apply knowledge with Veeam, Backup Exec, SonicWALL, HP switches, SAN and servers.
- Utilize troubleshooting skills to provide technical support for clients, both on-site and remotely.
- Research and implement new solutions including RMM solutions (Naversisk) and Mail Archive solutions (Metalogix).
- Upgrade and migrate clients to new infrastructures such as Microsoft Servers (AD, Exchange), and VMware vSphere.

SENIOR INFORMATION TECHNOLOGY ENGINEER

APRIL 20XX – MAY 20XX

XXXXXXXXXXXX - XXXXXXX

- Provided network administration on a Microsoft/VMware cloud environment.
- Migrated Microsoft environments to 2008/R2 and 2012 and managed Microsoft Servers (AD, Exchange), VMware, and accounting platforms such as QuickBooks, Sage (Accpac).
- Used Kaseya and LogMeIn tools to provide technical support and consulting for clients.
- Applied knowledge in system administration to complete backups, mail-flow, updates and provided network security utilizing Veeam, SonicWALL, Microsoft Exchange, HP switches, and DELL servers.

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SCOTT H.

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INFORMATION TECHNOLOGY OPERATION MANAGER ON TOUR

NOVEMBER 20XX – FEBRUARY 20XX

XXXXXXXX – XXXXXX

- Established and managed IT infrastructures in various cities across Canada and the U.S. for circus event.
- Provided network administration and migration of a Microsoft/VMware infrastructure.
- Applied troubleshooting skills to provide technical support on-site and remotely using LogMeIn.
- Managed IT budget with emphasis on cost reduction.
- Performed staff training and managed IT staff.
- Responsible for backups (Backup Exec).

Additional Work Experience

XXXXXXXX, Montreal

Summers 2006, 2007, 2008 and 2010

Security Agent, Prevention/Greeting/Surveillance/Intervention

XXXXXXXX, Paris

December 2008 - March 2009

Greeting guest on the Champs-Elysees at Citroën

XXXXXXXXXXXXXXXXXXXX, Montreal

October 2005 – June 2008

Junior Information Technology Technician

EDUCATION

EDUCATION	INSTITUTION	DATE
Collegial Diploma (D.E.C.) in Computer Science/ Information Systems	XXXXXXXX -XXXXX	20XX – 20XX

COURSES

C++ procedural programming	Advanced object oriented programming in Java
Installation, configuration and administration of a Windows Server 2003 network	Installation, configuration and administration of a Linux network
Introduction to web programming (XHTML, JavaScript, PHP, Web access to DB)	Application of SQL basics and management of FORMS Builder
Introduction to Citrix System's Desktop Virtualization	Application and basic management of a database under Oracle
Introduction to the basics of VMware	Project management in an enterprise and it's challenges

CERTIFICATIONS

CERTIFICATIONS	DATE
MCSA: Windows Server 2012	In Progress
Certified CPR AED Heart saver through the American Heart Association	Jul. 2013
Cisco Certified Network Associate (CCNA)	Aug. 2012
Cisco Certified Entry Networking Technician (CCENT)	Mar. 2012

~ References Available on Request ~