

# Name

Address | Email | Cell

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## **SUMMARY:**

Client has a 10+ Years of experience in the field of Information technology. Client is a hard working skilled IT professional who is committed to provide an excellent leadership along with extremely positive results.

Client has performed administration, technical support, software implementation, troubleshooting, server administration and well-rounded background in Windows servers, Active Directory Domain Services, Imaging, Deployment, DHCP, DNS, Remote Desktop solutions, Citrix Server Farms, VMWare, and Exchange. Client is an extremely hard working individual who is driven by results, he works very well under pressure to meet or exceed all Deadlines. Regularly adhering to company SLA, he is able to attain an immense amount of satisfaction from successful end to end deployment of any project Client is known to be friendly and approachable with a natural desire to help anyone around him; his impressionable social skills are clearly visible after a simple interaction. Client will easily become an integral part of any team and prove to be a valuable asset to any company

**I also have Enhanced and Type 2 Secret Federal Security clearance.**

## **EXPERIENCE:**

Lead Technical Support Analyst  
Company

Dates

- Working as Team Lead, deployed Desktops and Laptop and installed Windows OS images
- Assisting with IT related issues, network connectivity, printer mapping, wireless connectivity
- Visiting Client site for troubleshooting, installation and maintenance
- Managing team of project technicians, ensuring timely completion of hardware and/or software deployment
- Troubleshoot and resolve hardware / software issues on site and provide remote and on-site installation and upgrades of software and hardware
- Imaging Computers to Windows 7 and Windows 8 using Symantec Ghost and deploying using SCCM 2012
- Upgrading desktops/laptops with Windows 7 image, configured settings based on organizational requirements
- Providing operational support for day to day activities involving Software Distribution, Software Updates and Operating systems deployment
- Experience with Microsoft's User State Migration Tool (USMT ) for backup and restore user's data
- Troubleshoot machines that did not PXE booting, Networking and DHCP issue when the image did not take automatically
- Experience with SCCM 2012 operating system deployment (OSD)

System Analyst, Migration Expert  
Company

Dates

- Migrating over 60 servers to a new Datacenter: Server 2003 to Server 2012 R2; provisioning Server 2008 R2, Virtual Machine (VM) migration and hardware decommissioning
- Migrating IIS 6.0 websites to IIS 7.0 and 7.5
- Deployment of IIS 8.0 on Windows Server 2012
- Troubleshooting permissions on virtual directories
- Testing load balancing (NLB) between websites
- Searching and analyzing with Log Parser
- Configuring application pools and service accounts
- Querying WMI classes
- Software deployment and configuring various client packages for Windows 7
- Migrating Oracle 11g to 12c
- Administering and deploying MSSQL 2008 on Server 2008 cluster
- Importing and troubleshooting web apps in IIS