

### **PROFILE SUMMARY**

Accomplished Systems Administrator with more than 10 years of progressive experience providing PC, server, network and enterprise software support to high-profile corporate environments. Skilled in administration, systems configuration, security, software and hardware implementation, backups and troubleshooting. Well-versed in web design. A self-motivated professional who focuses on effective communication to ensure consistently proper operation and maintenance of all IT systems. Known for ability to lead 'best practices' and maintain optimized systems. Experience in technical writing and editing.

### **TECHNICAL EXPERTISE**

<b>Platforms / Systems:</b>	Microsoft Windows (XP and Vista); Apple OSX 10.4 through 10.7 (Tiger through Lion), Windows Server 2000/2003/2008
<b>Protocols:</b>	SMTP, HTTP/HTTPS, FTP, POP3
<b>Languages:</b>	JavaScript, HTML, PHP, Python
<b>Networking:</b>	LAN/WAN
<b>Software:</b>	Microsoft Office Suite; Adobe Acrobat, Photoshop, Dreamweaver, Fireworks, Premiere, Soundbooth; Apple Keynote for Presentations
<b>Other software:</b>	Wordpress CMS Platform

### **PROFESSIONAL EXPERIENCE**

**FREELANCE**, Seattle, WA

**2010 – 2011**

- Technical consulting for small art studio
- Operating System upgrade and restore for education professional
- Technical consulting for education professional
- Documentation for marketing proposals in Keynote
- Technical editing for software documentation, to increase ease-of-use and speed installation and configuration.

**CITIGROUP**, New York, NY

**2001 – 2010**

**Senior Technical Analyst, LAN Operations**, 2008 – 2010

Oversee enterprise systems and installation of applications and network connectivity for operations supporting over 100 workstations; assist and lead configuration, implementation, documentation, and maintenance of network infrastructure, Microsoft and Mac operating systems.

- Provide Tier 1/2/3 hardware/software/connectivity customer support and issue resolution; open and track trouble tickets, provide follow up and act as point of escalation for advanced issues.
- Partner with technical teams to determine IT support priorities and technical roadmaps for projects; develop daily work schedules and ongoing project plans.
- Optimize and maintain systems, utilize network management applications, ensure server patches are up-to-date and systems are secure.
- Develop archival standards and practices and manage system backup and restore; document disaster recovery plan.
- Collaborate with cross-functional teams to identify and diagnose networking and hardware issues, developing fixes that reduce system downtime and improve functionality.
- Create and maintain system documentation and ensure system changes are updated.

**CITIGROUP**, *continued***Key Achievements:**

- Recipient of multiple awards for providing excellent service and assistance to customers (nominated by customers).
- Established reputation for troubleshooting challenging network/systems errors and creating solutions for complex, recurring failures.

***Security Administrator***, 2004 – 2008

Performed daily Information Security functions pertaining to computer access control on numerous security software products/processes; planned business continuity and managed compliance frameworks.

- Processed computer access forms, password resets, security model updates, user account initiations and terminations, monitoring and reviewing access violation and security maintenance reports.
- Validated security controls, assessed and mitigated risks, maintained security and programs, and managed chain of trusts.
- Utilized network monitoring systems and implemented/managed Access Control List (ACL) and Role Based Access Control (RBAC).
- Reviewed audit recommendations and requests, analyzed issues, and initiated recommendations for security compliance and policies and/or alternatives to department management.

**Key Achievements:**

- Wrote and edited all process control manuals for the security administration group, enabling global understanding of departmental system functionality; manuals were ultimately adopted as new employee training manuals.
- Provided outstanding customer service to multiple groups and individuals in the company.

***Senior Web Analyst***, 2003 – 2004

Developed and maintained business requirements, functional specifications and test plans for meeting corporate business requirements.

- Utilized MS Access to analyze changes to systems, maximize efficiency, and ensure proper compliance and review of internal and external web applications.

***Internet Registration / Messaging Support Manager***, 2001 – 2003

Performed account creation, deletion, and troubleshooting of email issues on HP Openmail.

- Articulated best practices to client groups and corporate management, providing support that led to the successful integration of two separate technology groups.
- Monitored and modified firewall access for internet browsing and email to and from external addresses using both UNIX vi text editor and proprietary systems.
- Monitored maintenance of specialized out-of-spec system to graceful end-of-life shutdown.