

### **SW362 – Network Administrator/LAN Administrator**

IT professional with 20 years' experience and 15 years in banking seeks an IT Senior LAN Admin or Senior Helpdesk role. Able to work in a team setting, as a one-man IT department or lead a support staff. Experienced in Fiserv products but extremely quick to learn any banking application. Able to support all areas from servers down to local user workstations as well as printers. Knowledgeable with Dameware, Bomgar and service desk software. Have worked with vendors such as Safe Systems and Gladiator. Responsible for making sure servers, workstations and firewalls were up to current patch levels to prevent against DDoS and malware attacks. Assisted with vendor management and bank security.

- MDaemon and exchange email servers
- AD and DHCP
- Acronis and Ghost imaging software
- Group policy
- Network printers
- Trend and AVG antivirus

Excellent customer service skills. Enjoy helping people and benefitting financial institutions. Fellow co-workers can count on me to be supportive as well as knowledgeable. Located out of Covington.