Blake L. Hamilton

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# Objective

*Reliable and dedicated IT Professional with versed background in Information Technology seeking a high demand IT role where my 20+ years of IT experience can be utilized to provide prime service.*

# Certifications, awards & ACCREDITATIONS

U.S Secret Clearance (United States Secret Security Clearance)….………......................................…................Obtained Jan.2011

A+ ….……………………………………………………………………………..………………………....…………......................................Obtained Nov.2012

Server+…………………………………………………………………………………………………………………………….…………………...….Obtained Sept.2012

CCENT (Cisco Certified Entry Network Tech).……………………………………..………………..…………………………..........Continuing Education

CASP (CompTIA Advanced Security………………….………………………………………………………………………….……………Continuing Education

Dell Certified Technician ………………………………………………………………………………………………..………………..…..…Obtained Jan. 2009

# Technical Skills Summary

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| *Connectivity & Hardware*  | SonicWALL & Juniper Firewall, Aruba Switches, RF Radios, Barracuda Spam Filter Appliance, Dell EqualLogic SAN, Wireless, Ethernet, Fast Ethernet  |
| *Protocols*  | TCP/IP, ICMP, NAT, FTP, SMTP, HTTP, HTTPS  |
| *Technologies*  | DNS, WINS, DHCP, Proxy, VPN, Remote Desktop, VMPS, MMC, VLANs, IDS/IPS, CSD, RADIUS  |
| *Platforms & Applications*  | Aruba Central, VMware, Windows 10,11/Office 365, Windows Server All platforms, MAC OSX, IOS, Android Telnet, Remedy ticketing systems, Microsoft Office 365, Visio, Producer, SQL, Microsoft Active Directory, Microsoft Exchange, Group Policy, WSUS, IIS, MySQL, CSS, Macromedia Studio (Web development), GFI Mail Products, Desktop Authority, Apache Web Server, Citrix Access Gateway, Terabeam Configuration and Management Program, HP OpenView, Dell OpenManage, Secret Internet Protocol Router Network or SIPR Net Non-Secure Internet Protocol Router or NIPR Net, Dell Lease Management System, Dell Order Management System (DOMS) Microsoft MDT, ServiceNow, SolarWinds, Windows Configuration Designer, SCCM, MAC OSX, Iphone and Ipad, IOS and New Ipad OS. Logic, Adobe Audacity, Final Cut Pro, Wirecast, OBS, Streamlabs, Photoshop,  |

Professional Work History

*Huston Tillotson University (****Grant Funded****)*

Network and Systems Administrator 01/2020 – Present ……………………………..............................……….......…….……Austin, Texas

− Diagnoses problems with network equipment and performs equipment repair or upgrades when appropriate.

− Maintain and Administer Aruba Switches and Access Points

− Installs, configures, and maintains network cabling and other networking equipment.

− Provides second level technical support to users concerning network system operations

− Installs and maintains network file servers and network operating systems

− Manage Public and Private IP addresses for VMs and other Azure resources

− Deploy & Maintain VMs into Virtual Network environment

− Back Up Data and make it efficient to restore when needed

− Monitor network performance (availability, throughput, latency and test for any weakness) − Maintain & Manage Azure Cloud Environment

*LCRA (**Lower Colorado River Authority)*

Implementation Engineer 02/2018 – 12/2019 ……………………………..............................……….......…….……Austin, Texas

− Develop and maintain automated deployment systems.

− Recommend process improvements to ensure system scalability and reliability. − Assist in developing and implementing of deployment plan.

− Work with IT and QA teams to deploy and troubleshoot the system applications.

− Develop deployment support documents for customers

− Work with the management to develop deployment specifications and configurations.

− Assist in new system development and enhancements.

− Attend trainings related to company’s deployment procedures and standards
− Analyze and troubleshoot deployment issues in a timely manner.

− Act as primary customer contact for deployment related inquiries and issues

*Compeat Restaurant Software*

System Administrator 04/2015 – 09/2017 ……………………………..............................……….......…….……Austin, Texas

− Install new / rebuild existing systems and configure hardware, peripherals, services, directories, storage, etc. in accordance with standards and project/operational requirements, Maintain Backup and Disaster procedures, Maintain Keycard Management systems, implement Meeting Room Audio and Video Solutions

− Develop and maintain Installation and configuration procedures, Maintain Active Directory and office 365, Maintain Vendor relationships, Trouble shoot and resolve internal hardware and network issues, Maintain Vm Updates,

Manage Software licensing, Maintain Hosted Voip Systems and Skype PBX, Maintain Active Directory Best practices
 − Perform ongoing performance tuning, hardware upgrades, and resource optimization as required.

Configure CPU, memory, and disk partitions as required.

Performs system administration, installs new operating systems, PTF’s and application system software.

− Research and recommend innovative, and where possible automated approaches for system administration tasks. Identify approaches that leverage resources and provide economies of scale.

− Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups

*Statoil (Advantage Technical Services Contractor)*

Lead IT Technician 01/14 – 4/2015 ……………………………..............................……….......…….……Austin, Texas

− Assist the network Administrator with analyzing systems and/or application usage and plans for growth or increases in network capacity

− Assist the Network Administrator in maintaining the network switches and overall activity

− Assembles and installs PC Hardware, investigates and resolves routine hardware and communication problems.

− Performs system administration, installs new operating systems, PTF’s and application system software.

− Assists with network management in development implementation of wiring configuration standards connectivity solutions, equipment recommendations & purchases, overall network operating systems, network software, server hardware configure, network file systems and directory structure.

Assists in ensuring LAN/WAN system integrity and security. Also assists the Network Administrator with installation and configuration of network hardware and software.

*ITT EXELIS*

System Administrator 01/13 – 01/2014 ……………………………..............................……….......……………FOB SPIN BOLDAK, Afghanistan

− Installs, configures, and maintains DOD-approved communication software on government computers and configures the network to allow proper user access.

− Installs and configures network printers.

− Responsible for both classified and unclassified computer system stability through the use of − DOD-approved, Government-furnished operating systems and software.

− Joins client computers to Microsoft Active Directory domains.

− Configures Microsoft Outlook and manages personal folders in all versions of Outlook.

− Installs, configures, and maintains security software on military computer systems.

− Repairs and maintains desktop and laptop hardware.

− Performs other duties as assigned.

*Dyncorp International*

IT/Communications Tech (LOGCAP IV-KAF) 09/10 – 01/13….………………..............………………….……Camp Leatherneck, Afghanistan

* Provide LAN technical support for the Logistics Civilian Augmentation Program (LOGCAP) IV for Dyncorp International
* Apply working knowledge of day to day IT/Communications operating environment and techniques utilizing available tools and customer applications
* Resolve routine issues regarding operations, including administration, installation, setups, error messages, on-line transactions, system status, and operations procedures.
* Image workstations using Desktop Deployment Planning Services with WinPE and Ghost images
* Provide preventive maintenance, troubleshooting, and quickly resolves moderately complex problems to ensure user satisfaction.
* Install, support and maintain radio and network hardware, software, and IT/Comm. Also oversee network systems projects.
* Application of PC/LAN knowledge for daily troubleshooting of issues
* Provides assistance to other IT/communications staff as directed and setup new network connections
* Respond and resolve ticket requests promptly via Unicenter Service Desk
* Provide training and technical support for operational equipment to assure Telecommunications and IT systems perform as required
* Support, monitor, test and troubleshoot hardware and software problems
* Work closely with the corporate technical services and development staff to assure proper network operations.
* Troubleshoot email problems with Outlook related to authentication, printer problems, complete printer maintenance - Escort persons arriving on KAF following ISAF - COMKAF rules and procedures
* Perform additional duties as assigned by Management

## Professional Work History cont. P2

*Support.com*

Technical Solutions Engineer 03/08 – 09/10 ………………………………………………………Redwood City, California

* Provided Hardware/Software technical support
* Troubleshoot Windows platform via GUI and sometimes the registry
* Set up home networks (wire and wireless) using multiple network technologies such as switches, routers, printer, etc. - Networking technologies TCP/IP, DNS, Firewalls.
* Set up Internet connectivity using cable, DSL, satellite, dial-up
* Consumer/business peripherals – printers, scanners, fax, MP3 players, digital cameras, cellphones, PDAs - Troubleshoot Internet security problems usually resulting from viruses and spyware

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| *DMI/Sapphire*  |  |
| Technical Client Analyst 01/08 – 08/08 *Celestica/Adecco*  | ……………………………………………………………………..Austin, Texas  |
| Inventory Analyst 05/07 – 12/07 | …………………………………………………………………….Austin, Texas  |
| *Sydcor/* Account Manager 01/05 – 04/07  | …………………………………………………………………….Austin, Texas  |

*Unisys Corp/Sapphire Technologies*

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| Helpdesk Representative 06/05 – 12/05 *Addeco/Harte Hanks*   | ……………………………………………………………………Austin, Texas  |
| PC Safety Technician 01/05 – 04/05 *Cobra Technologies*  | ……………………………………………………………………Austin, Texas  |
| Technical Entrepreneur, 06/03 – 12/04  | ……………………………………………………………………Taylor, Texas  |

 *United States Transport Security Administration (TSA)*

Transportation Security Screener, 08/02 – 06/03 ……………………………………………………………………Austin, Texas

*Dell (Financial Services)*

Sales Coach 04/99 – 05/02 …………………………………………………………………..Round Rock, Texas

## Professional Experience & Accomplishments

*Managerial Experience & Accomplishments*

* Experience managing and accounting for Systems Administrators during OEF (Afghanistan)
* Successfully trained and motivated employees concerning information Technology matters
* Dell Financial Services, Coaching Award – Q4 FY00
* Dell Financial Services, Sales Performance Awards – Q1 FY01
* Able to work in a team environment, communicate with executive level employees,
* Consistently demonstrate initiative and good judgment and work in high volume, high stress environments

*Implementation, Configuration & Trainings*

* Information Assurance Fundamentals (IASO), 05- 2010
* Microsoft Desktop Deployment Services Training, 09-2008
* Microsoft Advanced Active Directory Troubleshooting Training, February 02-2007
* Leadership Development Program, 04-2006
* Management, February 02-2006

## Education

*I.T.T. Technical Institute* Austin, Texas

Electronic Technologies, 1988

*U.S. Army Signal Satellite School* Fort Gordon, Georgia

Tactical Satellite, 1989

## References

Available Upon Request