RICK PA

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SYSTEMS ADMINISTRATOR

Experienced IT professional with a solid history of effective integration & management of servers, workstations and network infrastructure. Proven to keep users productive and happy.

AREAS OF EXPERTISE

- Broad knowledge and success in Windows technology for workstations and servers.

- Success developing, executing, and analyzing client needs for systems security, server availability, network efficiency, and hardware streamlining.

- Skilled team leader and trainer with a track record of managing multiple tasks effectively to ensure full levels of productivity, high availability and maintaining security of network and data.

- Outstanding interpersonal and communication strengths leveraged to train users, troubleshoot system issues, and ensure total client satisfaction.

- New focus on system and network security as required in today's digital world and for compliance with PCI DSS.

- I have worked with many systems over the past 30 years and have always been able to learn what was needed and excel with the roles that I have been assigned.

CERTIFICATIONS

Barracuda Message Archiver, Web Filter and Backup (2015)

Cisco Certified Network Associate (2013)

CompTIA PDI Plus Certification (2012) ~ CompTIA Security Plus Certification (2003)

Continuum (2015)

Lexmark Laser Printer Certifications (2012)

MCSE, MCSA, MCDBA, and Security (2003) ~ MCP (1999)

Veeam Certificate of Participation (2017)

TECHNICAL PROFICIENCIES

Platforms: Full range of Windows O/S from 2016 thru NT, Hyper-V virtualization, various VoIP systems,

Software: Microsoft Office Suite/Cloud, Barracuda, Visio, Acrobat, PowerShell, Logmein, Continuum, TeamViewer, JoinMe, Symantec Enterprise EndPoint, MalwareBytes, WebRoot, and Veeam. My latest employed position was focused on Pharmaceutical applications: PrimeCare, QuickMar, DocuTrack, DeliveryTrack as well as the various sites for Pharmacy applications.

Hardware: I am familiar with the entire range of Wintel hardware but I am a big fan of Dell servers and workstations; SonicWall firewalls/routers; Ubiquiti routers, switches, APs; and every type of infrastructure that I have made contact with.

PROFESSIONAL EXPERIENCE

Independent IT Contractor (1/2018 – current)

I work as an independent IT contractor for small business owners that I have met during my time in Iowa. These contracts have included the complete overhaul of their network and server infrastructure as well as IT support as needed to maintain their infrastructure. I can provide their contact information for references if needed. I also had a one-year contract with John Deere to help support their dealer network but I was not an employee and they do not provide any type of information regarding contract personnel.

I also have a retail website that I have started in 2019 that sells art created by my father. The site is
https://GetAloha.Art

WAGNER PHARMACY, Clinton, Iowa

Systems Administrator / IT Manager (8/2016 – 3/2018)

One-man IT department that handled all servers (Hyper-V 2012r2 cluster and stand-alone servers), workstations, POS terminals (ISC350/480), NEC SL1100 VoIP, training of staff, vendor relationships, Parata RX filling devices, pharmaceutical compounding equipment, Office365, network management/monitoring/security, PCI DSS compliance as well as all other electronic devices. My goal was to overhaul the entire Information Technology structure and bring it up to industry standards with a focus on strong security practices.

- Documented and diagramed the entire infrastructure and began planning for the changes to be implemented. Worked with vendors to learn what changes would be needed to bring PrimeCare into full compliance with PCI DSS requirements.

- Installed a new Dell PE VRTX server which consisted of 3 blades with twin Xeons and 128GB each, internal switch and SAN running Windows 2012r2 Hyper-V cluster. Replaced all switches, firewalls, and NAS devices.

- Introduced AD with all the roles that come with it including DNS, DHCP, GPO and RDP. Used this to greatly increase security in compliance with PCI DSS.

- Turned existing servers into Veeam servers to provide a disaster recovery plan for both locations with multiple layers of backups.

- Overhauled all workstations to bring into the domain, upgraded to SSD drives to greatly increase speed and reliability at a very low cost and trained users on the difference between stand-alone computers and a domain.

- Introduced VLANs and firewall access-controls to isolate the VLAN holding all credit card processing servers, workstations and devices, isolated a public WIFI VLAN to ensure phones, tablets and other mobile devices had internet access only. Setup training portal and helped educate users on best security practices.

- Separated historical information from our PrimeCare application by mirroring the existing server into a historical data server and purging data from 18 years down to 5 years. This dramatically reduced the database size, speeded up application response and increased the reliability of the application.

- Greatly reduced economic overhead of vendors, consultants and subscriptions by (1) use of Dell ProSupport, (2) learning from vendors how to manage devices and (3) by eliminating unneeded support contracts. Dramatically reduced cost-per-page for printer maintenance contract by switching from consumer grade printers to commercial grade printers.

- Migrated phone and data from Windstream/MediaCom to CenturyLink. We moved from SIP phone lines with T1 (1.5Mb) and CableModem (10Mb) data to SIP phone lines with fiber (50Mb) with a price tag that was almost the same. It was a long and painful process but completed with very little down time.

- Migrated email from Yahoo to Office365 and trained users on Office, email and best practices.

- Created processes and documents pertaining to IT rules and practices for new employees as well as the management of user accounts and access rights.

- Configured a music system for in-store music and on-hold music for all three locations based on a single subscription that broadcasts to all three locations on a seven-day schedule that caters to music suited for both employees and customers.
- *I have a detailed breakdown of accomplishments from my first year at Wagner Pharmacy that I can provide.*

SIVYER STEEL CORP, Bettendorf, Iowa

Systems Administrator / IT Manager (6/2015 – 5/2016)

Oversaw Windows Servers, including AD, DHCP, DNS, IIS, FTP, GPO, RDP and Exchange.   Managed tools for monitoring steel-factory production-equipment. Administered Odyssey (B&L Information Systems) which supported the company's sales, accounting, time clocks, job tracking, production, inventory, and shipping. Managed network switches, firewall, and Web Filters as Network Administrator. Traced and physically mapped network cables and replaced cables as needed. Assumed the role of IT Manager after cutbacks. Ensured proper router and switch operation and easy management by changing configurations and creating documentation. Setup access points and wireless bridges. Managed all aspects of Exchange 2010 and connected to a Barracuda Message Archiver as Exchange Administrator. Supported 15 printers and the print server. Managed help desk requests using remote connections, often supporting two or more simultaneous tickets in a 24/7 environment. Led desktop builds for capable systems and performed manual installs for additional systems. Ensured all data was retrievable by managing, configuring, and testing backups while serving as Backup Administrator. Maintained over 14 days of daily file-level local/cloud backups using Barracuda. Administered the main server rack, Dell m1000e, with m520/m630 blades, EqualLogic PS-M4110 SAN, and PowerConnect M8034-k. Managed and troubleshot Iwatsu phone system, a combination of digital and VoIP desk phones. Directed the IP Cam server using MileStone XProtect and 22 IP cameras. Collaborated with vendors, provided project budgets, and documented all aspects of the IT department. Educated users to reduce security risks, including good email practices and malware trends.

Key Achievements:

- Increased security by establishing automatic updates for all workstations and performed manual updates for all servers at night to maintain high levels of security in addition to Web Filtering, DNS censoring, EndPoint protection, AD analyzing and Firewall settings on servers and workstations.
- Raised high-risk users' security levels by working with GPO.
- Designed physical servers to use Windows Backup Service to a dedicated internal volume and virtual servers to use PowerShell and Veeam backup locally and to the cloud.
- Upgraded domain and forest from 2003 to 2012r2. Upgraded and/or virtualized older servers.
- Overhauled file storage and transitioned a disorganized share into a structured share based on departments and roles of personnel.
- Converted the payroll process from an ADP internal server to and ADP Cloud service to maximize efficiency and manage the payroll process.
- Slashed the risk of Exchange infestation by overseeing AppRiver to monitor SPAM and Malware before reaching Exchange and Symantec Enterprise EndPoint to protect Outlook, resulting in over 80% of incoming email being blocked before users were exposed.
- Reduced monthly printer lease and maintenance costs 50% by negotiating with a new vendor.
- Added two additional blades to the Hyper-V Cluster 2008r2 and overhauled the rack to Hyper-V Cluster 2012r2. Resolved issues with failover clusters and removed several physical servers by migrating them to virtual servers.
- Created Win7 virtual desktops for users with specific needs and specific applications.
- Cut prep time for new server and workstation installations through effective management of virtual environments and proactive VHD file preparation.
- Overhauled the IP Cam server using MileStone XProtect and 22 IP cameras and new installation, configuration, and maintenance of the cameras.

- Created documentation for processes, how-to's, asset tracking, AD, layout of servers/ switches/ cabling, licensing and vendor tracking which allowed for efficient department management in a highly understaffed environment.
- I brought a company of over 250 employees to be managed by a single IT person, leading to the elimination of the IT department and use of an external vendor.

SEDONA TECHNOLOGIES [ERBS TECHNOLOGIES / SIVYER STEEL], Moline, Illinois

Field Engineer / Systems Administrator (10/2009 – 6/2015)

Supported various companies with their hardware and software issues. Specialized in HP and Lexmark printers. Assisted medium and small companies with complete IT support over their infrastructure. Supported clients' office expansions by planning network processes, installing hardware, and assisting with requirements. Managed clients' email structures, including Exchange 2003/2010 and Exchange365, as well as Outlook, OutlookWeb, Smartphones, and tablets. Supported server administration using AD, DHCP, DNS, RDP, and GPO across Windows 2003/2008/2012. Delivered help desk support for clients from standard applications to highly specialized industry applications. **Provided full Systems Administrator support to Sivyer Steel prior to being hired directly with all the same functions as listed under the Sivyer Steel job.**

Key Achievements:

- Managed network infrastructure for clients, including setting up routers and switches.
- Diagnosed problems and expanded infrastructures.
- Developed a client from an hourly basis to a contract client by providing superior customer service and managing five locations under one DHCP server.
- Upheld high uptimes by resolving issues with clients' domain operating systems and stand-alone operating systems.
- Installed, configured, and maintained Windows servers and desktops.
- Contracted to Erbs Business Machines in Cedar Rapids to support all of their Eastern Iowa clients, with a range from Clinton to Burlington.
- Contracted to Sivyer Steel in Bettendorf to report to their IT Manager and support all Network, Server and Workstation needs, with such high performance led to being directly hired.

Previous experience includes:

Network Support Technician (2008 – 2009) for RK Dixon (Davenport)

IT Consultant (2003-2008) for Rick Pa dot Com (Honolulu)

Systems Administrator (2000-2004) for Halekulani Hotel (Honolulu)

Network Technician (1998-1999) for OAO Corp/ US Environmental Protection Agency (Las Vegas)

Software Technician (1998) for TechWave Corp (Seattle)

Software Technician (1997-1998) for AtOnce Software (Seattle)

IT Consultant (1993-1997) MicroTek Hawaii Self-Employed

Computer Technician (1990-1994) for Computer Clinic (Honolulu)

Student Lab Technician (1989-1990) for University of Hawaii – Leeward Community College Campus

VOLUNTEER EXPERIENCE

MIDWEST WRITING CENTER, DAVENPORT Iowa

IT Support Volunteer (2009 – Current)
I support them with all their computer needs. They have a small Windows-domain network based on Windows 2012r2 with Hyper-V that runs their entire operation. They are a non-profit that helps the local community. I provide my services free of charge.

PERSONAL

I am focused on learning more about security standards and best practices needed to protect against malware and cyber-attacks. My work with PCI DSS requirements was a great learning experience and I believe all companies should be following PCI DSS security requirements as a documented path to a security level needed to survive the current threat of cyber attacks.

I consider myself very fortunate that there is a fine-line between work and hobby. I truly enjoy what I do. I am also a huge fan and firm believer in BitCoin, Monero, and Ethereum.