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Linda C High (US Citizen) Posted by: Individual		Tot Exp : 18 Yrs	Preferred Employment	Available as of Mar-02-11
Sys Admin/Network;	NT Admin	US Exp : 18 Yrs		
Raleigh, NC	Ph(C) : +1-919-274-3701	Salary : 50K /Yr	W2 Contract ✓	Email [Check Availability]
Relocation : NO	Ph(H) : +1-919-845-2991	Rate : \$35 / hr	W2-Permanent ✓	
Prof. State(s) : NC	Ph(W) : +1-919-845-2991		1099 Contract ✓	Forward Profile/Resume
Cisco > 4 yrs	LAN > 8 yrs	Windows 2000 > 10 yrs	Netware > 7 yrs	<input type="checkbox"/> Save in Scratchpad
TCP/IP > 10 yrs	WAN > 7 yrs	DNS > 10 yrs	Novell > 7 yrs	
LAN, Windows 2000, ACTIVE DIRECTORY, Outlook, Desk Top, Netware, TCP/IP, WAN, DNS, Novell, ACCESS, Blackberry, Cisco, DHCP, Migration, MS Office, Operating System, RAID, Security, Symantec				<input type="button" value="Download Resume"/> Only for Premium Access
Preferred Time to Call :				
Corp-Corp Info :				
Notes :				
Domain Experience : Government, IT/Software, Pharmaceuticals				

Enter notes about this profile to share with other recruiters of your company. (Auto Save : ON)

LINDA HIGH
 3100 Summit Cove, Apt. 103, Raleigh, North Carolina 27613, Home
 Cell Email:
JOB OBJECTIVE
 Experienced System Administrator utilizing 6+ years in related fields with a proven ability to maintain servers through effective troubleshooting techniques contributing to consistent data recovery

SUMMARY OF QUALIFICATIONS
 Ability to apply effective communication skills towards responsive customer support
 Multi-talented individual with an ability to adapt to changing work environments
 Flexible; willing to accept new tasks and responsibilities to meet the needs of the company
 Proven ability to establish an effective customer rapport contributing to high client retention
 Willing to relocate to areas that require a dependable, multi-tasking individual that can meet deadlines with high results

CERTIFICATIONS
 Microsoft Certified Professional 5/2001
 Microsoft Certified Systems Engineer 1/2002

COMPUTER SKILLS
 Operating Systems: MS-DOS, Windows 95, 98, N.T. 4.0, Windows 2000/2003/XP, Novell 3/4, NetAPP 7.2/7.3
 Networking: LAN, WAN, SAN, TCP/IP, WINS, DHCP, DNS, NFS, Active Directory, ISDN, DSL, T1, Frame Relay, Fax Server
 Network Application Software: Exchange 5.0 and 5.5, OWA, Archserve and Ghost
 Hardware: IBM, HP, Compaq, Dell, Cisco, and Digibox
 Desktop Application Software: MS Word, Excel, Outlook, PowerPoint, Project, Visio, Pc Anywhere and SMS.

WORK EXPERIENCE
 Technical Analyst, Alphanumeric Systems Inc, Raleigh, North Carolina 1/07 – 6/10
 Contracted to GlaxoSmithKline to assist with their Global File Share Project. Duties and responsibilities including: file share provisioning due to administration tool failure; creation and editing of NT file shares using Active Directory and User Manager tools; resolving existing file share issues; Created file shares, global and local groups and apply ACL permissions on Windows 2003/2008 servers and NetApp filers; granted users access to data and applications and deleted users.

Tier III Support Engineer, Snelling Personnel Services, Durham, North Carolina 7/06 – 10/06
 Provided inbound technical telephone support to Time Warner Cable customers. Duties and responsibilities included: modem configuration and installation; NIC installation and configuration; working knowledge of LAN topologies, OS integration, and networking concepts/technologies such as DNS, IP routing, TCP/IP port configuration; in depth knowledge of installation, configuration and administration of Windows NT, Windows 2000, Windows 98, Windows XP and ME; configure internet applications; configured PC software requirements such as TCP/IP, DHCP, and DNS; identified and troubleshoot computer/network communications problems.

Customer Service Associate, ACS, Inc, Cary, North Carolina 4/06 – 7/06
 Provided customer support to Nextel's Boost Mobile customers. Duties and responsibilities included: activating and re-activating boost mobile prepaid cellular phones; troubleshoot and resolve cellular phone problems; investigated and resolved complaints; referred non-routine inquiries and complaints to senior level Customer Service Associates; use Citrix Call System Management tool to log all calls and do activations. All duties were performed on an XP client workstation.

Outlook Specialist, Sphere Technical Resources, Raleigh, North Carolina 9/05 – 10/05 Contracted to the American Kennel Club to assist their Computer Technology

Department with converting from Novell's GroupWise mail system to Microsoft Exchange 2000. Assisted with the installation of Microsoft Office 2003; setup and configured Outlook on over 350 client workstations. This included mapping a drive from the client to the server to install the application; created Outlook profiles, folders and offline files on the desktop; set passwords in Active Directory. I assisted and trained all users on how to use the Outlook 2003 application.

Technical Support Analyst, Modis Incorporated, Cary, North Carolina 8/04 – 11/04

Contracted to GlaxoSmithKline providing Helpdesk IT support to its sales force. This support involved both over-the- phone and at regional sales meetings in various cities. Duties and responsibilities included the following: upgraded, troubleshoot and repaired Dell laptop computers; setup and configured Cisco VPN Client, Linksys routers and Symantec firewall; assisted with deployment of Symantec Anti-Virus for client and server; installed and upgraded printer drivers for various printers; ordered replacement hardware for laptops; varied whether laptops needed re-imaging; upgraded software on laptops, supported vendor-supplied software. Desktop software support included: Lotus Notes email, MS Office applications and various GSK specific applications.

SYSTEM ADMINISTRATOR, Advantage Professionals, Raleigh, North Carolina 2/03 – 7/04

Contacted to EDS and HP for the United States Postal Service supporting its migration from Novell Netware and Windows 2000 platforms to a Microsoft Active Directory Enterprise environment. Also supported their migration from Lotus cc:Mail infrastructure to Microsoft Exchange 2000 platform. Duties and responsibilities included the following: installed and supported Microsoft 2000 servers and clients in a LAN/WAN environment; performed Windows 2000 server builds, application installation and upgrades, co-ordinate server operating system updates and provide server support.; provided helpdesk support to end-users and IS staff members at the application level; uninstalled and reinstalled the SMS client using ciclean on workstations to ensure that all ACE programs installed successfully, SMS is the delivery vehicle for all software in the USPS infrastructure, also resolved any problems found; used diagnostics to troubleshoot and determined SMS clients health status; installed, configured and upgraded Blackberry Desktop and Handheld software for blackberry devices for postal managers; maintained, analyzed, troubleshoot and repaired local area computer network, hardware and peripherals; ran Active Directory administration utilities for maintaining user, workstation and group account information; supported and maintained user account information including rights, security, and system groups; installed, setup and maintained PC hardware and software. Granted users access to data and applications and deleted users. Responsible for application maintenance: installed application version upgrades, patches, regulatory upgrades, and performed general application housekeeping.

NETWORK ADMIN/LAN-WAN, EDS, Raleigh, North Carolina 5/99-8/02

Provided Novell NetWare 4.x server installation and configuration support for the U.S. Postal Service to LAN Administrators and IS staff members. This support involved both over-the-phone and traveling on site. I installed, built, configured and upgraded Novell servers, troubleshoot, maintained, repaired and managed information systems throughout the Postal Routed Network. Also provided server support and security maintenance. Server configuration included: non-Raid, Raid, controller cards; CD-ROM and Tape devices; configured NetWare/IP, TCP/IP and IPX/SPX; created Netware volumes; installed servers in NDS tree; provided file server maintenance and assisted with file server restoration; managed replica and partition operation using NDS manager; managed NDS time synchronization; used NWADMN95 for creating NDS container, leaf objects and assigning users to groups and issuing group rights to files and directories; configured LAN/WAN laser printer setup with HP's JetAdmin utility. Network Application issues included cc: Mail, Microsoft Exchange, Arcserve Backup system, Norton Anti-Virus, Netscape and IE Web Browsers. Also assisted with configuring and maintaining NT and Windows 2000 servers and workstations. Acted as Windows 2000 Systems Administrator, created OUs, User and Group Accounts.

EDUCATION

Bachelor of Arts in Business Administration
North Carolina Wesleyan College, Rocky Mount, North Carolina
Computer Technology
ECPI Computer Institute, Raleigh, North Carolina

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