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Michael Spann (US Citizen) Posted by: Individual		Tot Exp : 13 Yrs	Preferred Employment	Available as of Feb-10-11
Sys Admin/Network;	NT Admin	US Exp : 13 Yrs		
Woodstock, GA	Ph(C) :	Salary : 60K /Yr	Corp-Corp ✗	Email [Check Availability]
Relocation : YES	Ph(H) : ✉ Email me job details	Rate : \$35 / hr	W2 Contract ✓	
Prof. State(s) : GA	Ph(W) :		W2-Permanent ✓	Forward Profile/Resume
Cisco > 1 yrs	LAN > 10 yrs	Citrix > 2 yrs	1099 Contract ✓	
HP Blade > 6 yrs	ACCESS > 10 yrs	Symantec > 10 yrs	Need H1B ✗	<input type="checkbox"/> Save in Scratchpad
ACCESS, Symantec, ACTIVE DIRECTORY, Desk Top, LAN, Outlook, VMWare, VPN, Citrix, Lotus Notes, Operating System, Remedy, Windows Server, Avaya, Blackberry, Blade Server, Cisco, Gateway, Ghost, HP Blade			 Download Resume Only for Premium Access	
Preferred Time to Call : Corp-Corp Info : Notes : I prefer pernanet positions but will work a longterm contract				
Domain Experience : Financial, HealthCare, IT/Software, Manufacturing				

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

Michael Spann226 AmyLou CircleHolly Spring, Ga 30188

Certifications Microsoft Certified Professional (MCP), Microsoft Certified System Engineer (MCSE)

Computer Skills

Hardware: IBM, HP, Gateway, Dell and Compaq

Software: Lotus Notes 4.6/5.0/6.0 email and database, Microsoft Office 2000/2003/2007, Microsoft Front Page 2000, 2002, PcAnywhere 9/10, Dameware, Norton, McAfee, Inoculan and Trend Antivirus, Symantec Backup Exec, Microsoft Outlook, HP Insight Management, HP Light Out, Altiris, Vmware Virtual Center, Active Directory, Citrix (client-side), Remedy, Clarify, HP Servicecenter, Avaya IP Softphone, Right fax,

Operating Systems: Windows 95, 98, 98SE, XP, 2000 Professional, Windows 2000/2003 Server, Windows NT, Microsoft Small Business Server 2000

EXPERIENCE

Dell Contractor – Anthem Blue Cross Blue Shield - (Helpdesk Level I) Pewaukee, WI
July 2010 – Present

Load images on desktops/laptops using Norton Ghost cast Server
Setup/configure blackberry phones and working with BES.
Troubleshoot network/local printers, scanner and various peripherals.
Support internet access and ensure all computer users have access to network e-mail and internet
Communicate with clients using HP Service center, telephone, email and in person to gather information necessary to resolve the problem
Configure application such Outlook, Guardian Edge and other 3rd party healthcare applications
Keep asset management database updated on.
Use Active Directory to support user accounts
Working on project to refresh all expired desktop/laptops statewide.

Computer Consultant (Self Employed) Milwaukee, WI Mar 2008 – July 2010
Design, install and support LAN's for small businesses including installation and support of PC's laptops, servers.
Use system tools to troubleshoot/diagnose problems with various applications, re-imaging machines to quickly bring them back into production, limiting user downtime.
Maintain/support local and remote backups and restores.
Recommend, install, troubleshoot and support application
Install and configure desktop, (virtual and physical) servers
Build/configure HP and Dell servers (tower and rack)
Contractor – National City Bank – (Field Tech) West Allis, WI Oct 2007 – Mar 2008
Participate in a project to migrate one financial institution network to another.
Inventory, decommission and schedule pick up for all obsolete network equipment and software
Install new CAT 5/5e network cabling, patch panels and domain controller
Deploy images to workstations, installed/configured network and local printers, PDA's UPS and other peripheral devices
Relocated phones and switches
Coordinated with 3rd party vendors to order parts, verify support agreements
Troubleshoot network connectivity problems and provided support for more than 100 branches in IL/WI

Setup remote clients with VPN for network access

Computer Consultant (Self Employed) Milwaukee, WI Dec 2006 – Oct 2007

Design, install and support LAN's for small businesses including installation/support of PC's laptops, servers, application testing and configuration of nightly backup and file/folder restores

Use system tools to troubleshoot/diagnose network and application issues, re-imaging machines to quickly bring them back into production, limiting user downtime.

Suggest alternative applications to ensure the best possible ROI

Recommend, install, troubleshoot and support application

Worked with vendors such as HP, IBM, Dell, Toshiba, Symantec and other 3rd vendors

Contractor – ITEC (Sr. System Administrator) Brookfield, WI Sep 2006 – Dec 2006

Use Vmware console to maintain/build and support virtual Windows servers, Build, upgrade, restore and recover physical servers (HP Blade, IBM Blade Servers)

Provide technical support and recommendations for local/remote backup, application support and server management

Handle multiple time sensitive projects

Work with Senior level administrators to resolve network issues

Work with outside vendors to upgrade service contracts and improve technician response time.

Use Microsoft Outlook to manage cases

Assist in SAN storage support using VMware LUN

Worked with vendors such as HP, IBM, Symantec and other 3rd vendors

Contractor – Johnson Control (Level III Technical Support) Milwaukee, WI

Apr 2006 – Sep 2006

Loaded desktop images and software on client's PC's/laptops using Altiris Application

Support all cases escalated from Level I/II Helpdesk and field technicians at branch sites via phone and/or in person.

Participate in merging York Corporation network and clients with Johnson Control network

Maintain user accounts, file/folder permissions, install and configure network local printers, scanners and other various peripherals.

Manage/support up to 700 local and remote clients using Remedy

Install/configure and maintain VPN (client side) for remote access

Communicate with clients using case management application, telephone, email and in person to gather information necessary to resolve the problem

Setup/configure mobile devices

Contractor – G.E. Healthcare (L2 Server Support) Brookfield, WI Apr 2005 – Feb 2006

Provide support for a high volume of calls resolving cases escalated from helpdesk

Support internal/external user trouble tickets using Clarify

Work with Level 3 administrators to resolve complex network issues

Manage more than 400 (local and remote) windows servers (file, utility, print and domain controllers)

Monitor server using HP Insight management monitoring

Maintain Active Directory Groups (local and global), user accounts, File permissions

Perform server audits to insure compliance with G.E. policies and procedures.

Provide documentation to IT supervisor

Assume lead on time sensitive projects

Upgrade Operating systems, troubleshoot applications issues

Used 3rd party applications to monitor and improve system performance

Regularly perform security checks of servers to identify potential vulnerabilities

Plan and coordinate the addition of server to the network, perform biweekly audits to ensure servers compliance's with corporate policy

Use case management application and telephone, to collect information necessary to resolve problems

Created/maintained knowledge base manuals for personnel documenting application, system and network upgrades and changes

Worked with vendors such as Compaq/HP, Microsoft and other 3rd party vendors to resolve issues

Computer Consultant (Self Employed) Milwaukee, WI Jun 2002 – Apr 2005

Design, install and support LAN's for small businesses including installation/support of PC's laptops, servers, application testing and configuration of nightly backup and file/folder restores

Use system tools to troubleshoot/diagnose network and application issues, re-imaging machines to quickly bring them back into production, limiting user downtime.

Suggest alternative applications to ensure the best possible ROI

Recommend, install, troubleshoot and support application

Worked with vendors such as HP, IBM, Dell, Toshiba, Symantec and other 3rd vendors

Corvel Corporation - IS Local Support Brookfield, WI May 2000 – Jun 2002

Manage/troubleshoot nightly backup and perform restores for clients

Plan/coordinate the decommissioning of servers and conversion of several server into dialup servers

Purchase/setup and configure all desktops, servers and various network devices

Provide support via phone and remotely

Work Senior level administrators to resolve network issues

Install/configure Lotus Notes (client side), Citrix (client side) and Cisco VPN client

Coordinate the setup of a remote office in Madison, WI

Install, configure and support various 3rd party application

Build, upgrade, restore and recover system applications and servers

Support data storage on NAS network

Install/configure HP, Xerox and various other printers

Create/maintain a knowledge base manual for Junior Technicians to use as reference

Military

Honorable Discharge United States Navy Mar 1987- June 1993

Education

Bryant & Stratton Technical College – Associate Degree – Information Systems Management Oct 1997 – Apr 1999

REFERENCES Kevin Van de Ven GE Healthcare Online Center

Kimberly Berry City of Milwaukee Network Administrator

3/11/2011

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