Don Adams

4204 Bridle Bit Ct

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Summary

Conscientious IT professional adept at maintaining and providing proactive safety support to team members and contractors working on site, facilities. Monitor and prevent potential IT problems through support to team, troubleshooting, networking and recovery.

- A Plus Hardware Certified
- Microsoft MCIT/MCTS/MCSE: Security Certified
- Microsoft MCP Plus Internet Certified
- Novell Certified
- Security Plus Certified
- Dell Certified (expired)

Education

Campbell County High School　　　　Gillette, WY

Wyo Tech Automotive Technology　　　Laramie, WY

Technical Proficiencies

Dos, Windows 95,98,Windows XP, Windows 7, Windows Server 2000-2008, Netware 4.x 5.x,Marimba, DRA, ITSM, NAC, Solar Winds, Volume Manger, Norton Antivirus, Exchange, Cisco VPN, Citrix, ESX (VMware) Terminal Server, Dell, HP, IBM, ability to fix almost anything.

Professional Experience

Woodgroup Sheridan, Wyoming　　　　　　　　　　　　　　**Sept 1, 2015-Present**

IT Customer Support

- Support for 110+ Local users and 2 remote office sites.
- Install Applications needed on user's pc
- Support hands on for server support
- Maintain printers and wireless
- Responsible for up keeping and maintenance of company driven vehicle
- Upgrade expired laptops with new ones for users
- Install wireless throughout the building
- After hours phone calls and problem solving.
- Visit Satellite offices monthly
- Still doing the same job as I did with Anadarko as I went with the selling company.

Anadarko Petroleum Company Gillette, Wyoming   **May-2013-Sept, 2015**
IT Customer Support Field Rockies

- Support over 350 Local and remote employees
- Flexible schedule to support users' needs including on call after hours
- Updated safety, attended Fire Training, work permits, Osha Safety
- Introduction to incident command system – IT Support
- Responsible for up keeping and maintenance of company driven vehicle
- Provided daily and on call support for various equipment
- Northeastern Wyoming wireless field sites
- Installed re-cabled and upgraded core switches for the main Gillette area.
- Support / replaced IP camera for remote viewing by corporate security
- Printers copiers and faxes for the office, Phones Cisco, cell phones
- Installed room Alerts and maintained
- Replaced 50 field laptops (scheduled replacement to users in 30 days to out of the 350+ users we supported
- Basic Cygnet /automation trouble shooting.
- Entered service now tickets. Documentation of problems and resolutions.
- Coded parts to go to the correction department for billing
- Vender management

Rio Tinto / Black Thunder, Gillette Wyoming   **2005-2013**
System Administrator

- Full support for Jacobs Ranch Mine
- Perform day to day backups and restores
- Update servers and workstations with patches
- Troubleshoot workstations, server, networking and wireless issues
- Create plans for migrations of wireless networking and install software
- Upgrade dat drives to LTO
- Support Citrix, Wyse box, Dell computers, Dell Certified
- 24 hours support for users and servers
- In change of performing disaster recovery testing and document updates
- Recover server hardware from failures
- Create Users accounts, rebuild commuters, update AD accounts update users tickets (OVSD)
- Change request, attend meetings to plan and implement changes
- Create instructions documents to help others to resolve issues
- Support and maintain printers and printer's queues
- Contribute to team environment thorough safety and services shares

IBM/Lincoln Life, Fort Wayne Indiana   **1997-2005**
System Management Professional

- Provide mentoring, training, documentation and support to the Global Services Help Desk
- Extensive knowledge of troubleshooting techniques for hardware problems on servers including array cards, processors, memory, and network cards
- Extensive troubleshooting experience resolving advanced technical issues Such as memory leaks, high utilization, network connectivity problems, and performance issues Support of Backup Solutions, DAT, DLT and LTO drives. Create advanced slip stream install CD's for the latest Microsoft service patches
- Migrated enterprise servers from Token Ring to Ethernet
- Routinely perform file restores to NetWare and NT servers Configuration, implementation, and support of custom and customer requested applications
- Create and maintain installation documentation for new servers and existing infrastructure processes including Microsoft Exchange environment and disaster recovery testing Provide technical direction, planning, and phone support for remote onsite administrators
- Traveled to areas to do on site upgrades of 50+ remote servers from NetWare 4.11 & 5.1.
- Routinely perform hardware upgrades, server Consolidations, and upgrades
- Perform disaster recovery testing, recovery of servers with corrupt NDS databases, and corrupt raid arrays
- Assisted in configuration of Cisco routers for remote sites Assisted with building a Microsoft file and print cluster setup with over 300 printers
- Installed, configured and maintained Symantec Antivirus Server
- Provided first and second line telephone support with answer questions for remote site administrators

References

John Kienzle

    Staff ITS Analyst Anadarko

    1400 E Lincoln

    Gillette, WY 82718

    307-680-1746

Steve Eaton

Health System Specialist Us Government

    3706 Royal Troon

    Eagle Mountain UT 84005

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Steve Moring

    Micro Focus Novell

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Robert Gonzales

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