

# Noel Oliver

3885 Enero Court | San Diego, CA 92154 | noliver09@yahoo.com | 619-808-5737

## Professional Summary

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- **Server Systems:** Windows Server 2003/2008 R2, SQL Server 2008 R2, Microsoft Internet Information Server, Red Hat Enterprise Linux 5
- **LAN/WAN & other network tools:** OSI Model, TCP/IP, Multi-tier networks, SSH, WinSCP, DHCP, DNS, PXE imaging, VisionApp RDP tool, SecureCRT
- **Desktop Systems:** Wide knowledge of Windows, Linux and Ubuntu desktop
- **Software:** Citrix Load Balancing and Delivery Services Console, VMWare/vSphere, Sun Virtualbox, Visio, PowerPoint, Adobe Dreamweaver
- **IT Help Desk tools:** Salesforce, RT: Request Tracker, Service Now, AM Docs – Clarify, Jira, Nimbus Monitoring
- **Hardware:** HP Proliant 100, 300, 500 server series, IBM Lenovo and HS21 blade centers, X-Series servers, APC Server Room environments, NTP/GPS and DBV appliances.

## Professional Experience

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**Network Operations Control Analyst    Blackbaud Incorporated**                      San Diego, California

December 2011 – current

- First-responder to Critical and Down alerts from client sites, network, data-center, server alerts and Web-server outages in a 24/7 production, NOC environment.
- Often debug client site connection and runtime errors in IIS, NetScalers or site configurations. Monitored Web-server resource utilization and workload by load-balancing throughput by use of Citrix software and appliance.
- Performed disk space triage in SQL Server Management Studio, database backups, client site OU's, users and security group Domain administration in Active Directory. Often managed scheduled, change-control maintenances on production servers while tracking client impact and progress.
- Routinely installed co-hosted and standalone sites including SSL cert purchase and installation to site and load balancers as well as client requested database backups.

**System Administrator (Tier 2)                      FLO-TV Incorporated**                      San Diego, California

January 2010 – February 2011

- Provided round the clock, after hours support and triage for mobile TV platform and handset device problems impacting subscribers, partners or vendors and placed service calls to escalate issues that cannot be resolved.
- Work with Tier 3 organization and business units to add, modify and upgrade server systems while performing day to day administration and maintenance of 3<sup>rd</sup> party, eCommerce middleware used for direct-to-consumer markets.
- Appointed to special IT projects such as system-wide software upgrades to production system, Web-servers and NMS for NOC Operations.

**Engineering Technician (Lab Operations)    Qualcomm Incorporated**                      San Diego, California

March 2005 – January 2010

- System Administrator for lab and infrastructure operations while executing multiple projects for engineering teams in the area of device, server and pc desktop support for entire division consisting of about 10,000 hosts and over 600 users.
- Build heterogeneous Linux and Windows network systems and test labs, performing imaging, debug network issues, host resolution, static IP addressing in subnetted network and multi-layered network scheme.

- Interfaced with Engineering leads and Project Management, Logistics to facilitate hardware resources for domestic and international projects while creating documents, Visio drawings for lab implementation and system build-out solutions.

<b>Customer Technician</b> (NCR Contractor)	<b>First Line Solutions</b>	San Diego, California
April 2004 – March 2005		
<ul style="list-style-type: none"> <li>• Responsible for on-site hardware installation and support of Windows-based Point-of-Sale retail systems and back-office servers for clients such as Limited Brands Stores, Starbucks Coffee, U.S. Post Office and the United States Navy.</li> <li>• Interpreted problems and provided technical support for hardware, software systems while responding to help desk request throughout regional areas of San Diego and Riverside County.</li> </ul>		

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#### Certifications

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MCP in **Active Directory, Security, NT 4.0 Server, Exchange 2000, XP Professional** and **2000 Server**

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#### Training

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<b>Linux/Unix Administration I</b> July 2008 and August 2008	Technical Training Resources	San Diego, California
<b>Cisco Networking Academy</b> January 2004 – June 2004	Southwestern College	Chula Vista, California
<b>Microsoft Desktop and Server Support</b> January 2003 – February 2004	Computer Learning Center	San Diego, California

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#### Academics

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<b>Associates in Science</b> <b>Computer Information Systems (CIS) - Web Administration</b> June 2013	Southwestern College	Chula Vista, California
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