

Contact

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(LinkedIn)

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nerddowell.com (Other)

Top Skills

Strategic Communications

Business Intelligence (BI)

Project Management

Certifications

CompTIA Network+ Certification

AZ-104T00 - Microsoft Azure
Administrator

CompTIA IT Operations Specialist –
CIS Stackable Certification

Microsoft Certified: Azure
Fundamentals

CompTIA A+ Certification

Marco Aviso, MBA

Seasoned IT Professional | Systems Administrator

New York City Metropolitan Area

Summary

As my former company's Systems/Network Administrator, I was responsible for the configuration, implementation, and maintenance of various technologies managed by the IT department. I focused on the day-to-day administration of the company's computing resources and network infrastructure which include laptops, desktop PCs, on-prem and collocated/cloud servers, network equipment, and software and SaaS applications. I assessed and identified appropriate solutions to be integrated into my company's systems operation and make recommendations for its implementation.

I possess a solid knowledge of LAN/WAN configurations that includes experience with routers & switches, Internet firewalls, and wireless technology. I have experience setting up and managing database systems such as SQL Server. I possess a background of supporting telephony systems: VoIP-based or standard PBX models. I possess advanced hardware & software troubleshooting skills. I possess quality customer service skills, a strong work ethic, and I'm a team player with the ability to work well independently. I possess above average organization skills and excellent communication skills. I have demonstrated excellent problem-solving skills and are often times considered an out-of-the box thinker and with willingness to learn more.

Specialties:

PLATFORMS: FreeBSD, DOS, Redhat Linux , Eclipse, Microsoft Windows 9x/ME/NT/2000/XP/7/10/11, Windows Server 2003, 2008, 2012, 2019, Mac OS 9/10.x , Android, iOS, Microsoft 365, Google Workspace, Azure

LANGUAGES: Pascal, COBOL, C, HTML, JavaScript, Perl, PHP, SQL, PowerShell, Python

SOFTWARE: Microsoft Office 97'-2016, Office 365, Power BI, Microsoft Teams, Visio, Project, Lotus Notes, pcAnywhere, GoToAssist, TeamViewer, Zoom

ADMINISTRATION/MAINTENANCE: Active Directory, Fortinet FortiGate, Cisco ASA, RSA Admin, Backup Exec, Enterprise Vault, Exchange 2003/2007/2010, Checkpoint FireWall-1, McAfee VirusScan, Apache, IIS, CrowdStrike Falcon Pro

SERVICE TICKET SYSTEMS: ServiceNow, Hubspot, ZenDesk, Track-It, Siebel CRM, SalesLogix, Spiceworks

Experience

Metropolitan Transportation Authority

3 years

Senior Technical Specialist

May 2024 - Present (1 year 6 months)

United States

- Involved in all MTA C&D project lifecycle phases, including planning, scheduling, analysis, design, technical specifications, and reports
- Designs/supervise various aspects of a project for MTA systems and infrastructure
- Reviews designs, performs/supervises tests and assessments of equipment, software, and materials, and functions/reviews technical calculations
- Conducts/supervises site visits to obtain existing conditions and correctly identify project design and delivery risks
- Plans and coordinates required approval documentation and permits where applicable
- Provides/supervises technical field support for system/equipment installation and related project construction
- Manages a small team of technical staff

Computer Associate II

November 2022 - May 2024 (1 year 7 months)

New York City Metropolitan Area

- Generating Reports in Power BI and Excel generated data

- Assisting/Resolving all computer related issues for my group at the Construction and Development department
- Research and procurement of training and necessary documentation to aid in MTA C&D department's operations

supplyFORCE

Systems Administrator

November 2010 - October 2022 (12 years)

King of Prussia, PA

- Diagnose, troubleshoot and resolved and obtained support for all IT and office equipment
- Drafted and sent out organization-wide communication(when required) as a result of outages and system maintenance and handle questions and concerns related to them
- Troubleshoot and resolved varying in-house and custom built applications and operating system issues on all company devices
- Procured and integrated SaaS applications and enabled/applied applicable security permissions (single sign on) for each end users access level
- Worked specific projects and initiatives with different departments and those initiated by our PMO
- Performed daily systems/network administrative tasks: backups, account management(domain, e-mail accounts maintenance), applying patches, setting computer hardware, setting new hire and IT systems tutorials and presentations
- Initiating and performing company-wide system upgrades, IT policy creation and changes
- Researching and Procurement of ALL company IT hardware and software solutions
- Monitor local and remote system uptimes & security logs, and performed updates to our website
- Setup trading partner profiles and monitor and troubleshoot electronic data interchange(EDI) transmissions
- Created and updated SharePoint and Microsoft Teams sites and applied permissions accordingly to ensure proper access level are met
- Performed repairs on office and IT hardware
- Performed equipment and cubicle relocations

The Edcomm Group Banker's Academy

Systems Administrator

January 2006 - October 2010 (4 years 10 months)

Fort Washington, PA

- Diagnose, troubleshoot and resolve hardware, applications, and operating system issues
- Performing daily systems/network administrative tasks: backups, account management(domain, e-mail)
- Initiating and assisting in company-wide system upgrades, IT policy creation and changes
- Procurement of company IT hardware and software to solve business needs and writes documentation as needed
- Monitor local and remote system uptimes & security logs and perform minor Webmaster duties
- Prepare or acquire computer systems/applications needed for the testing and developing of proprietary systems

DUTIES/RESPONSIBILITIES

- Assists in the planning, design, documentation, and implementation of various systems to include desktop PC's, servers, network equipment, and software applications.
- Develops, maintains, and monitors procedures for all server backups.
- Monitors, plans, and coordinates the distribution of client/server software and service packs.
- Makes recommendations for new equipment and services to purchase and works with various vendors for procurement.
- Perform on-site and remote technical support.
- Assist in the organization and inventory of all hardware and software resources.
- Maintains excellent communication with the IT Manager on all tasks and projects.
- Creates and maintains good technical documentation.

- Provides emergency on-call support on a rotating schedule.

- Performs other duties as assigned.

NCO Group

Help Desk Analyst

November 2004 - December 2005 (1 year 2 months)

Horsham, PA

- Diagnose, troubleshoot and resolve hardware, applications, and operating system issues
- Document, escalate and dispatch computer & network related problems to respective IT department as directed by standardized procedures
- Assisting callers with network connectivity problems on our network (local and remote)
- Create user accounts (Active Directory and varying systems) in compliance with HIPAA and SOX
- Reset passwords and modify account permissions in compliance with HIPAA and SOX

clubsystems group

Client Services Support Specialist

August 2004 - September 2004 (2 months)

Jenkintown, PA

- Diagnose, troubleshoot and log proprietary retail POS & accounting software on Windows/Novell systems
- Calls end-users and escalate customer issues for timely problem resolution
- Tests and writes software evaluations when programming changes are required

RCN

Internet Technical Support Specialist

October 2003 - August 2004 (11 months)

Wilkes-Barre, PA

- Diagnose, troubleshoot and log residential and commercial high-speed internet/network services
- Document and escalate network related problems to respective local Network Operation Centers(NOC)
- Provide technical support for network software and hardware while providing POS value added services

Network Solutions

Web Services Specialist

January 2003 - September 2003 (9 months)

Drums, PA

- Take inbound calls and troubleshoot, research and handle customer service issues, and escalate if needed
- Provide additional support to the supervisor including administrative tasks, special projects, and report analysis as needed and upsell Network Solutions products when appropriate to customer's needs

Education

DeVry University - Keller Graduate School of Management

MBA, Graduate Certificate in Project Management, Business Administration,
Project Management · (2006 - 2008)

University of Scranton

B.S. in Computer Information Systems, Computer Science,
Business · (1998 - 2002)