# Ryan Scott Gaither

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## Systems Administrator

Strong experience in information technology hardware and software implementation, cloud migration, network administration, information security/assurance, technical writing/documentation, and project management. Proven communicator with a passion to build relationships through a strong work ethic, effective development, and continued maintenance.

Proficient in Office 365, Microsoft Exchange, Microsoft Azure, Microsoft Hyper-V, VMware, Windows Server 08/12/16/19, UNIX/Linux, Windows XP/7/8/8.1/10, Active Directory, GPE, Terminal Services, TCP/IP Configuration, LAN/WAN Support, Switch and Firewall Configuration, Multiple ISP Failover & Load Balancing, Cisco Terminal Setup, Ubiquiti Unifi, VPN Access, VLAN & Trunk Configurations.

## Areas of Strength

- Diagnostics
- Virtualization
- Cloud Hosting

- Technical Support
- Needs Assessment
- Solution Development

## Professional Experience

**Blue Cross Blue Shield of Alabama | Systems Administrator | November 2019 – Present**

- VMware, Hyper-V, Azure administration
- Microsoft Azure account management
- Microsoft Windows Server administration
- Microsoft Active Directory domain environment, including implementing user and computer Group Policy Objects
- Third party applications in a complex environment
- Microsoft Active Directory domain administration
- Hyper-V hosting environments
- Azure hosted services
- Firewalls and basic networking

**Health Information Designs, Inc. | Systems Administrator | May 2017 – November 2019**

- Maintain user account and access controls for all systems and applications
- Provide desktop support to end users
- Building/installing/upgrading workstations
- Day-to-day administration of physical and virtual infrastructure
- Ensuring maximum uptime and performance of a complex, proprietary client-facing platform
- Plan and implement solutions that meet best practice standards
- Provide final tier of support for escalated issues
- Participate in monthly on-call rotation for after-hours support
- Perform regular security audits of log files, user access, as well as application access list
- Perform/assist with network security scans
- Ensure all server hardware and software is up to date with latest patches
- OS (Linux - RHEL 4.x/5.x/6.x/7.x, CentOS 5/6/7, Ubuntu 12.x/14.x/16.x Windows Server 2008/2012/2016)
- Windows Active Directory (AD) and LDAP
- Systems monitoring & logging (Zabbix, Nagios, Dynatrace, Solarwinds, Splunk, Graylog, SysLog, SNMP, AlertLogic)
- Backup technologies

**Total System Services, Inc. (TSYS) | Senior Support Analyst | June 2016 – March 2017**

- Maintain functionality and efficiency of computer objects in Windows Active Directory
- Routine user account maintenance, additions, removals, and unlocks in active directory
- Ensure thin client and Virtual Desktop Infrastructure devices seamlessly interconnect with all servers
- Identify network problems and what equipment or related peripherals were involved
- Ensure proper hardware and software configuration for new team members
- Troubleshoot VPN and remote desktop issues
- Desktop, laptop, mobile device, and Mac support
- Develop and create documentation and support material for common issues
- Work closely with other departments for collaborating IT projects
- Troubleshooting and preventative maintenance through phone and email support

## Education and Training

**B.S., Computer Information Systems | 2013 | Jacksonville State University**

- Bachelor of Science in Computer Information Systems

**A.S., Computer Science | 2008 | Southern Union State Community College**

- Associate of Science in Computer Science

**AZ-103: Microsoft Azure Administrator| 2020 | Currently Pursuing | Auburn, AL**

- Microsoft Learning Paths Test Prep

**SonicWall Network Security Administrator | 2020 | Currently Pursuing | Auburn, AL**

- Global Knowledge
- Class and Exam Scheduled for August 27th