

Dominic J Mitchell

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[LinkedIn / DJMPortfolio](#)

Skills

LAN/WAN/NOC, system installation, System Administration, configuration, licensing/upgrading, patching, database, WIN OS, MAC OS, VMware, Citrix, active directory, network, security, servers, desktop support, remote desktop, SLA, internal documentation, project management, workflow planning, training & mentoring, network routing/switching/configuration, backup software, Calix, Juniper, Meraki, Sonic Wall, Veeam, Splash top, Kaseya, Barracuda, DNS, Security, IP Routing, TCP/IP, UDP, IPSEC, HTTP, HTTPS, VPN, Email Routing, SPAM, New Start Ups, PowerShell, Bash, IP Telephone Systems, MS 365, MS Exchange, budgets, contracts.

Web Development / Websites

<https://dominicjosephmitchell.github.io/DJMPortfolio/>

Education

CCRI - 2003	Lincoln RI	Associates in Arts Degree
New Horizons Computer Center - 2011	Providence RI	Network Support Tech
IEL (Institute of Entrepreneurial & Leadership) - 2018	Providence RI	Web Design Development
GA – General Assembly - 2019	Providence RI	Software Engineering

Certifications

Microsoft certified professional (MCP)
Microsoft certified desktop technician (MCDT)
CompTIA: A+, Network+, Security+

Employment History

System Administrator / IT Operation	West Warwick RI/Hudson FL	01/2024-present
Wave Communications		
*Data Center Decommissioning	*Relocation and Consolidation of data centers	
*Virtual Data Migration	*Data Migration Project Planning and Management	
*Disaster Recovery Planning	*Onsite hard drive Wiping and Shredding	
*Maintain system environment, server, network, and firewall systems		
*Install enterprise software, hardware, updates / upgrades		
*Administer and support core Microsoft, Cisco, Citrix and VMware technologies.		
*Create technical documentation	*Technical policies and procedures	
*Provide on-call after hour support	*Consult with customers and staff on technical topics.	

Perform server administration tasks (ex: user/group, security permissions, group policies, print services); research event-log warnings and errors; and monitor resources to ensure that systems architecture components work together seamlessly. Monitor data-center health using existing management tools, and respond to hardware issues as they arise; help build, test, and maintain new servers when needed. Maintain internal infrastructure requirements, including laptop and desktop computers, servers, routers, switches, firewalls, printers, phones, security updates; support internet, intranet, LANs, WANs, and network segments. Assist the help desk and other teams with troubleshooting to identify root cause, and provide technical support when needed. Perform routine and scheduled audits of all systems, including backups. Support for staff, users, customers, clients, and suppliers. Strong troubleshooting skills and able to work with others.

NSTCO Providence RI Area / Land O Lakes FL **02/2019-present**

Project Management / Teacher / Network Support / Freelance Web Developer

*Leading a team of professionals in completing projects by a set deadline to uphold business initiatives.

Budget, project aspects, and projects funding.

*Pasco

County Schools – Technology Teacher

*Optimizing a company's IT networks for a smooth and efficient workflow, Troubleshooting, installing systems, executing upgrades, work with internal/external employees and customers.

*Website Design HTML, CSS, JS, (full-stack, front & back end, UI / UX) WordPress, Bootstrap, Jira, VS Code, ASP.NET MVC, backbone JS, handlebars, MVC & SQL, Git-Hub, PowerShell, Git-Bash, Ubuntu, WIX, Web-Flow.

*Responsible for installing, configuring, and maintaining computer systems, servers, and networks to support the client's IT Infrastructure. Ensure the stability, security, and efficiency of IT operations, including managing system updates, troubleshooting hardware and software issues, monitoring system performance, and enforcing security policies. Install, configure, and manage Windows Server environments. Routine patching, system upgrades, updates, system hardening, and security configuration. Expert Tier I, Tier II and Tier III support for the operations team as it pertains to Windows servers and Office deployment solutions. Work with hardware, software, and service vendors/partners to assist in troubleshooting systems. System monitoring, performance tuning, and availability management, and manage active directory and exchange.

Senior System Administrator

Tampa FL

01/2023-09/2023

Blackstone Medical Services

Proactively manage and maintain server, network, and firewall systems. Install enterprise software, hardware, updates / upgrades, and ensure optimum system performance. Administer and support core Microsoft, Cisco, Citrix and VMware technologies. Create technical documentation from scratch and maintain ongoing technical policies and procedures. Provide on-call after hour support for IT-related emergencies and disaster recovery. Work in close liaison with senior leadership and external vendors. Support for IT vendor evaluation, negotiation, and procurement. Mentor / cross-train team members on

existing and new technologies. Consult with customers and staff on technical topics. Lead IT operations and assist with onboarding new system users and configure accounts and system access rights.

System Administrator

East Providence RI

09/2019-11/2022

Mega Transportation Group

Multiple business under one roof, professional staffing and payroll processing, to high-level business consulting and supply chain management, medical practice/billing management system, to on-time truck and trailer repair services. Network Infrastructure & Engineer, PowerShell, SQL Server, Window Server 2016-2019, Citrix and VMware technologies VMware / vSphere, active directory/group policy supporting applications, network protocols, troubleshooting, server migration, and scheduled maintenance activities. Work with hardware, software, and service vendors/partners to assist in troubleshooting systems. System monitoring, performance tuning, and availability management, and manage active directory and exchange. Support for staff, users, customers, clients, and suppliers. Strong troubleshooting skills, support for the operations and office personnel team as it pertains to Windows servers and Office PCs, Laptops, remote and on premise connections. Develop and maintain IT networks. secure networks, network upgrades, planning, installing, configuring, maintaining, supporting optimizing server hardware, software, data, upgrades, Databases-Websites. Azure, Atlassian/Jira, Agile /Scrum

ASC Engineer III

West Warwick RI

01/2013-06/2018

Lead/Trainer / Cox Communications

Advanced Data (HFC/Fiber), telephony VM, bbl., Centrex voice, video, networking, Citrix, tester new deployments, procedure development. Monitor network elements, perform remote diagnostics. Managing, coaching, leading people, driving results, communication, collaboration, administration, developing the performance and self-development of individuals and team. MPLS, ALU, Calix, Juniper, Cisco, Solar Winds. Expert Tier I, Tier II and Tier III support for the operations team as it pertains to company troubleshooting and deployment solutions. Work with hardware, software, and service vendors/partners to assist in troubleshooting systems.