

MICHAEL D. RISSER

System Administrator

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ABOUT ME

I am a highly motivated, quick learning, self-starter, who is an experienced system administrator on several different platforms, and proficient in several scripting languages. I am an adaptive individual with extensive and creative troubleshooting skills as well as strong written and oral communication and inter-personal skills.

TECHNICAL SKILLS

- Over 20 years of experience in Information Technologies, designing, developing, deploying, and maintaining client and in-house internet services, servers and virtualization environments, working with customers both external and internal.
- Experienced in administering Solaris, Linux, Windows and VMware systems and networking
- Proficient in PHP, Perl, SQL, JavaScript, CGI, CSS, HTML/XHTML, Unix Administration and shell scripting
- Experience with XML, Ruby, and Python

EXPERIENCE

Network Engineer

Mar 2016 – Present

City of Bullhead City, AZ

- Ensure that all computer systems (workstations and servers) are patched and updated using ManageEngine Desktop Central
- Security of the City of Bullhead City Information Technology infrastructure using AlienVault OSSIM monitors and custom-built blackhole DNS servers on the three primary network segments.
- Assist with end-user support

System Administrator

Nov 2014 – Mar 2016

Link Technologies under contract to the City of Bullhead City, AZ

- Evaluated police department network and domain; identified areas that were outside of industry best practices
- Created, initiated, and completed plan to bring network and domain services into accordance with industry best practices

Program Manager

Dec 2013 — Sep 2014

Xogenous, Ltd., Carson City, NV

- Primary contact for clients, working closely with them to identify and achieve their operational objectives
- Responsible for overseeing several IT infrastructures including, medical, casino accounting and mining operations.
- Coordinate desktop and server support for clients, including patches, anti-virus, upgrades, user account maintenance (Active Directory), and service monitoring
- Responsible for optimizing VMware environments, design/redesign and implementation of network infrastructure
- Developed Windows PowerShell scripts to automate repetitive system administration tasks

IT Manager

Aug 2013 — Aug 2014

Aero Work Force, Las Vegas, NV

- Responsible for researching and approving all IT related purchases including servers, operating systems and desktop software.
- Managed IT staff, including System Administrator, Network Administrator and Help Desk Support.

System Administrator

Jul 2012 — Aug 2013

Lockheed Martin — Contracted to U.S. EPA, Las Vegas, NV

- Installed and maintained desktops, laptops, servers and printers on three separate networks
- Administered Active Directory and Implemented Group Policy Objects for U.S. EPA Computer Systems in my area of responsibility
- Installed and configured Microsoft Hyper-V environment to decrease operating costs
- Maintained and optimized VMware environment, including datastores, updates and resources
- Installed and configured Microsoft Deployment Toolkit and Windows Deployment Services to reduce labor involved in imaging and re-imaging U.S. EPA computer systems
- Implemented back-up strategy to include off-site back-up storage
- Installed and configured COOP server system to minimize down-time and impact in case of inability to work from primary site

EDUCATION & ACHEIVEMENTS

- Awarded Honor Graduate from USAF Aircrew Life Support Technical School, Chanute AFB, IL
- Graduate Airman Leadership School, Eielson AFB, AK

- CompTIA Security+ Course and Certification
- Microsoft Certified Solutions Associate: Windows Server 2008
- Microsoft Certified IT Professional: Server Administrator on Windows Server 2008
- Microsoft Certified Technology Specialist: Windows Server 2008 Network Infrastructure, Configuration
- Microsoft Certified Technology Specialist: Windows Server 2008 Active Directory, Configuration
- Microsoft Certified Professional

- VMware vSphere 4: Install, Configure, Manage Course
- VMware View: Install, Configure, Manage Course
- VMware vSphere Troubleshooting Course