

GREGORY N. HOFFMAN

3296 Elena Court ▼ San Antonio, Texas 76056 ▼ 606.235.7086 ▼ ghoffman@hotmail.com

NETWORK & SYSTEMS ADMINISTRATOR

*Microsoft Certified Desktop Support Technician ▼ CISCO Certified Network Associate
Microsoft Certified Systems Administrator ▼ Microsoft Certified Professional*

Goal-oriented and collaborative IT professional with experience applying hardware and software design, installation, administration, and configuration to support growing businesses. Proven analytic and problem-solving skills with the keen ability to assess needs, define requirements, develop value-added solutions, and execute technical solutions that streamline and improve operating efficiencies. Adept in communicating with technical and non-technical audiences. Develop system documentation and create policies to meet the needs of dynamic and continuously changing environments.

PROFESSIONAL EXPERIENCE

QUALITY AUTO SALES – **Network Administrator**, San Antonio, Texas 2007-Present

Effectively manage system functionality to ensure ongoing operations, collections of funds, and inventory for a used car dealership with 5 locations doing approximately \$2 million in business annually. Support 60 internal and external end users on a daily basis using Microsoft Server 2003 and Wyse terminals.

- Defined and implemented improved corporate policies regarding the location, safety and security of servers and equipment.
- Designed and implemented Cisco VoIP offices, and managed the Cisco Avvid VoIP network, including unity voice mail and unified messaging.
- Recommended modifications to improve speed of operations and system security measures.
- Configured and managed AD, Exchange, DHCP, WSUS, WDS, Antivirus and backup servers in the corporate network.

FARMERS' – **Insurance Agent**, Detroit, Michigan 2001-2007

Counseled clients regarding risk management strategies. Sold life insurance and other policies, and worked with clients to plan for a financially sound future.

- Cultivated and managed a \$2 million book of business. Regarded for client commitment and the ability foster proactive partnerships to meet short- and long-term financial goals.
- Contributed to achieving 95% service satisfactory levels within the office.

WESTON GROUP – **Systems Engineer**, Springfield, Illinois 2000-2001

Provided professional leadership and direction to a team of 14, including 6 project team members. Drafted documents outlining procedures for bidding and completing jobs. Established a server pool to coordinate and monitor proper use and accountability of systems. Fostered an environment predicated on open communication.

- Established security policies for systems, and designed and managed secure networks for clients.
- Configured servers to meet specific requirements, including hard drives, memory, planners, video cards, token ring raid arrays, and load software.
- Leveraged expertise in UNIX and NT servers to install 9 operating systems.

US AIR FORCE – **Purchasing and Maintenance Manager**, Shaw, South Carolina 1986-1998

Managed a multi-million dollar budget as part of leading a vehicle reliability and tracking program. Maintained a fleet of vehicles at 98% reliability.

- Managed and ensured ongoing performance of the computer network. Conducted training on equipment and software utilization.

EDUCATION

DALLAS BAPTIST UNIVERSITY, Dallas, TX — **Bachelor of Science**

TECHNICAL INVENTORY

LAN hardware / software ▼ MS Windows 2003/2000/NT4 Server ▼ Exchange Server
IIS Server administration ▼ Active Directory ▼ RADIUS Server accounting and administration
MS Windows XP/2000/NT/9X desktop/workstation operating systems ▼ Backup Exec
MS Office 2003/XP/2000/97 ▼ Access 2003/XP/2000/97 ▼ Outlook 2003/XP/2000/98
TCP/IP Ethernet Networking ▼ DHCP and static IP addressing ▼ Wireless Networking
Symantec Antivirus Corporate Edition

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CISCO Certified Network Associate

Microsoft Certified Systems Administrator Microsoft Certified Desktop Support Technician

Microsoft Certified Professional

2007- Present Quality Auto San Antonio, TX

Network Administrator

- Troubleshooting network problems and conflicts. Suggest improvements in speed of the operations and processes to make the system foolproof.
- Configuring and Managing AD, Exchange, DHCP, WSUS, WDS, Anti virus, backup servers in the corporate network.
- Installing and maintaining various standard software as per user requirements.
- Design and Implement Cisco VoIP Offices. Manage the Cisco Avvid VoIP network, including Unity Voice Mail, Unified Messaging.

2001-2007 Farmers' Insurance Detroit, MI

Sales & Service

- Work as an Asset Protection Specialist counseling individuals on how to reduce exposure to risk.
- Life Specialist and Financial Planner.
- Produce and manage a 2 million dollar book of business.
- Instrumental in gaining 95% service satisfactory.
- Exceeded Annual Goals and Awarded a Cash Bonus.

2000-2001 Weston Group Springfield, IL

Systems Engineering

- Supervised a project team consisting of six personnel.
- Wrote Procedural documents for bidding and completing jobs.
- Used estimating tools to bid jobs.
- Establish security policies for computer systems and the work environment.
- Maintain and design secure networks for clients.
- Established Server Pool utilized to coordinate, track and insure proper use and accountability.
- Configure servers to meet specified requirements i.e. hard drives, memory, planners, video cards, token ring raid array and load software.
- Worked with UNIX and NT Servers installing nine different operating systems.
- Setup raid arrays utilizing numerous IBM Servers and operating systems.
- Direct supervisor of fourteen personnel.
- Work with First Line Managers to resolve personnel issues to include new hires and termination.

Purchasing and Maintenance Manager

- Managed a Multimillion dollar budget.
- Performed daily management of computer network.
- Conducted training on equipment and software utilization.
- Managed vehicle reliability program to ensure fleet readiness.
- Established vehicle-tracking program to ensure preventive maintenance tracking.
- Coordinated drivers training programs to ensure that proper training was completed prior to operation.
- Performed security assessment of all facilities within the unit.
- Maintained a fleet of vehicles at a rate of 98% reliability.
- Coordinated maintenance vehicles in support of Presidential visit.
- Designed and incorporated a tracking program to ensure proper maintenance of vehicles.
- Established training requirements for vehicle operators
- Managed security program for 150 people in the squadron.
- Coordinated background checks on employees.

EDUCATION

1994–1996

Dallas Baptist University

Dallas, TX

- A.A. Business Administration.
- B.S. Bachelor Science Occupational Education
Minor in Technical Management

SKILLS

Tools:

MS Word, MS Access, MS Excel, MS PowerPoint, Outlook Express, Lotus Notes, Paint Shop Pro, Coral Draw.

Data base:

Lotus Notes, Microsoft Access.

Web Servers:

IBM Websphere, Oracle Internet app. Server, OS / NOS.

REFERENCES:

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