

## **Miguel Garrido**

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### **OBJECTIVE**

I love what I do, I am continually learning new things and my curiosity is never-ending which keeps me interested and passionate about my work. I am completely committed when on the clock and not shy to work on a project off the clock if necessary. I don't like workarounds, always finding the solution (whenever there is a solution) and fixing any issues "the correct way". Properly documenting any solutions in an attempt to avoid the troubleshooting process a second time around is part of my operating procedure when tasked with solving an issue. I am an independent individual rarely needing supervision when tasked with anything. I am not afraid to ask questions when I need clarification. I strive to be as efficient as possible, often finding new ways to streamline my day by factoring out repetitive tasks. I like introducing new procedures where they make sense in order to increase my productivity. These are some of the qualities that I believe will make me an asset to any employer.

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### **WORK EXPERIENCE**

#### **Systems Administrator**

January 2010 – present

*Hutchin Hill Capital*

Financial Services

#### **Server Administrator**

October 2007 – December 2009

*Richard Fleischman and Associates* | New York City, NY

Computer/IT Services

Provide level 1 and level 2 server and workstation support for over 400 hedge funds

Extensive work managing Active Directory, Exchange, Citrix, Blackberry Enterprise Server, VMWare ESX Hosts and VMs, and SQL servers as well as network devices like SonicWALL firewalls, Brightmail Mail Gateway, MXtreme and Netbotz in order to provide a complete service to our clients.

Very proficient at troubleshooting desktop level issues with Microsoft Office, Windows XP/Vista and 7, and coordinating with vendors to support their software offerings as well for clients.

Worked frequently with vendors like Microsoft, HP, Bloomberg, Reuters, Charles River, AppRiver, Advisormail, RIM, Array Networks among others to resolve issues with their software or hardware for our clients.

I have actively monitored over 500 servers and 1000 network nodes and circuits for clients from the Network Operations Center, investigating and resolving any potential issues as well as coordinating with vendors when the issue was outside of our control and following up until the problems were resolved.

*Active Directory Management, Exchange Server 2003/2007 Management, Citrix Server 4.x/5.x Management, Blackberry Enterprise Server 4.x/5.x Management, VMWare ESX Server 3.x/4.x Management, SQL Server 2005/2008 Management, Symantec Brightmail Server 6.x / Brightmail Mail Gateway, Microsoft Office 2003/2007 Support, Microsoft Windows XP/Vista/7 Support, Network Operations Center Monitoring*

### **Senior Systems Engineer**

June 2004 – December 2009

*JMR Computer Service Solutions* | New York City, NY

Computer/IT Services

Responsible for planning and implementing new projects for clients and supervising technicians in the field

Responsible for implementing network infrastructure upgrades for clients, including but not limited to building and setting up new servers and Cisco networking equipment.

A lead technician for JMR, providing network and server maintenance and escalations for general technical support issues from junior technicians.

Responsible for JMR's internal infrastructure, including their Windows and Linux servers, Cisco equipment and hosted solutions for clients comprised of hosted web and Exchange mail services. I am responsible for daily management of clients' servers, including Active Directory, Exchange, and Blackberry Enterprise Servers.

*Project Management, Field Supervisor, Server Administration, Network Administration, Active Directory, Microsoft Exchange, Blackberry Enterprise Server*

### **Software Developer / Technician**

March 2002 – September 2003

*Uniworld International Associates* | New York City, NY

Computer/IT Services

Software development and system migrations were among my responsibilities while working for Uniworld

I coordinated the migration and integration of a database-driven management system for one of Uniworld's clients while providing maintenance for their existing system before the migration.

I developed internal tools in C++ and Visual Basic to ease report generation and progress management inside the corporate infrastructure.

*Software development and requirement analysis*

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## EDUCATION

Some College Coursework Completed, Computer Science

9 2003 - 6 2004

*Drexel University* | Philadelphia, PA

Completed my freshman year at Drexel University but have not completed subsequent course work yet.

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## SKILLS

Decision Making and Problem Solving                      Expert

Active Directory    Expert

Microsoft Exchange 2003 and 2007 Administration Intermediate

C#, HTML, ASP.NET, CSS Programming	Intermediate
Citrix and Cisco VPN Setup and Support	Intermediate
Backup and Disaster Recovery	Intermediate
Virtualization with Microsoft Hyper-V	Expert
Microsoft Office 2003/2007 Troubleshooting	Expert

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## LANGUAGES

English Fluent  
Spanish Fluent

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## CAREER HIGHLIGHTS

Recently became a Neverfail Certified Implementation Engineer (NCIE) for NF v5.3

I recently implemented a new timesheet application to phase out the existing paper timesheets that my department uses. The new application is a web-based database-driven solution built using ASP.NET MVC, C# and SQL Server 2005 Express. The new solution will allow for easier reporting by allowing the data to be exported to Excel, streamlining the process for both the employees as well as the supervisors who previously had to manage paper as well as import the data manually to build reports.