

Shane Ashley Hymel

Mainzer Str. 64 ▪ 63322 Roedermark, Germany ▪ Phone: 06074-6935625 ▪ pv2hymel@hotmail.com
U.S. Citizen ▪ Available for International Relocation

System Administrator / Network Administrator

Profile

Dedicated IT professional with advanced expertise in systems/email/user account administration and helpdesk support for thousands of end-users across multiple platforms. Talented problem solver, known for quick delivery of creative, cost-effective solutions to complex challenges. Complete high-profile projects, including system design, migrations, installations, conversions, and upgrades. Able to engineer timesaving, productivity-enhancing task automation and system improvements. Reputation for teamwork mentality, tireless work ethic, patient user support, and commitment to optimal quality and service. Hold U.S. secret clearance.

Expertise

- Systems Administration & Optimization
- Network Configuration & Administration
- User Account/Email Administration
- Technical Support & Training
- Helpdesk Operations
- Systems Security & Backup
- Disaster Recovery & Business Continuity
- Technical Infrastructure
- Systems Analysis & Troubleshooting
- Remote Server Administration

Technical Summary

Networking/OS: Windows NT 4.0/2000/XP, NT/2000 Server, UNIX, TCP/IP, WINS, DNS
Software: Dameware, Norton/Symantec Antivirus server and client, MS Office, Update Expert, Harris STAT Scanner

Experience

ITT SYSTEMS DIVISION (a U.S. communications contractor) — Middle East

System Administrator, 10/03 to 07/04

Performed systems/LAN administration and customer support in a 400-user/1,000 indirect-user environment, with ultimate responsibility for the maintenance, repair, and functioning of all communications for entire base (22,000 personnel). In charge of IT policy implementation and enforcement. **Key Accomplishments:**

- Entrusted with highly responsible systems administration role for company that directly handles 70% of all U.S. communications in the Middle East (a \$100M+ contract).
- Installed multiple V-LANs to improve systems and configured 300+ workstations for use on U.S. military networks (both classified and unclassified systems).
- Troubleshot and rapidly resolved networking, firewall, router, switch, and server issues of varying complexities. Proved the ability to quickly pinpoint problem areas and restore optimal functioning within high-volume, forward-deployed setting.
- Played a key role in the ground-up design and build of entire network infrastructure supporting a +22,000-person military base.
- Overcame challenges of outdated military systems and restricted resources, ensuring minimal downtime despite these limitations.
- Instituted needed policies and documentation governing workstation/laptop settings to assure authorized software usage and maximum system responsiveness.
- Protected information, assets, and systems through ongoing IT security and anti-virus initiatives.

U.S. ARMY (39TH FINANCE BATTALION) — Hanau, Germany

System Administrator, 8/02 to 8/03

Promoted to role as assistant information management/assurance officer for entire battalion. Managed network comprised of NT/2000 Advanced Sever and W2K/XP workstations, with direct responsibility for daily backup of ten WinNT/2000 servers. In charge of daily helpdesk operations, overseeing Tier I-III troubleshooting and solutions design/deployment supporting 100+ users. Troubleshot and repaired many computer problems (both hardware and software) and provided instruction, training, and guidance to user groups. Created and monitored domain user accounts, security permissions, and email accounts in Microsoft Exchange.

Experience

U.S. ARMY (39TH FINANCE BATTALION) — continued — **Key Accomplishments:**

- Quickly became the primary go-to person on complex troubleshooting projects. Repeatedly commended for solving tough problems, including solutions engineering that delivered first-ever compatibility between the Army's legacy finance software and Windows 2000/XP.
- Optimized functionality of systems, servers, hardware, and software. Replaced multiple computer hardware components (e.g., hard drives, IDE cables, motherboards, power supplies, CD-ROMs, floppy drives) and rectified many networking issues (e.g., TCP/IP configuration, reconciling DHCP and static IP addresses, and WINS services and LMHOST file fixes).
- Used Norton Symantec System Center to ensure all workstations were equipped with current option settings and the most up-to-date anti-virus definitions.
- Introduced remote access technology to company (e.g., Dame Ware, Reachout, and Netmeeting). Greatly improved efficiency, significantly accelerated problem resolution time, and saved tens of thousands of dollars annually by eradicating need for weekly on-site visits.
- Installed, operated, and maintained all Army finance programs.
- Strengthened previously vulnerable systems. Searched for and repaired security weakness using Update Expert and Harris STAT, with special focus on IAVA compliance.

SPC. U.S. ARMY (55TH PERSONAL SERVICES BATTALION) — Hanau, Germany

Human Resource Database Analyst, 8/01 to 6/02 **UNIX System Administrator**, 12/99 to 8/01

Analyzed HR database for a 4,500-person organization. Supervised four other DB analysts in manager's absence and provided training for 30+ staff on new internet-based HR system, Army Human Resource System (AHRS) Super Server. Performed quality control on HR transactions. Identified shortcomings in new system and engineered solutions. **Key Accomplishments:**

- Corrected malfunctioning print option, innovating an interim solution during long vendor delay that worked seamlessly despite challenge of lack of local admin rights on equipment.
- Helped convert 4,500 human resource files during major system conversion from UNIX to new Web-based system.
- As UNIX systems administrator, managed HR database system to support large military organization employing 4,500. Trained 50 personnel on correct procedures for transaction submissions and security considerations.
- Performed numerous detailed Informix searches, inspections, and repairs correcting database inaccuracies and inconsistencies, including highly praised efforts that repaired UNIX operating systems and networking problems for 35 UNIX computers.
- Completely installed UNIX operating systems and integrated networks without assistance.

U.S. ARMY (2ND ARMORED CALVARY REGIMENT, RHHT) — Ft. Polk, LA

Hazardous Materials Handler and Transporter, 1/97 to 11/99

Education & Training

MARYLAND COMMUNITY COLLEGE — completed information security course

Certification: DA Level II IA Certified (Army, Level 2 Information Assurance Certified), 2003

U.S. Army Training Highlights:

- Information Assurance Computer Network Defense I & II Courses — Hanau, Germany, 2003
- Macromedia Dreamweaver MX Course — Heidelberg, Germany, 2003
- Outlook 2000/Defense Messaging Service Course — Hanau, Germany, 2003
- IMO Automation Fundamentals Course, Hanau, Germany, 2002
- Windows 2000: Supporting Desktop/Client Course — Hanau, Germany, 2002
- UNIX System Administrators Course — Vilseck, Germany, 2000

Languages: Conversant in German

Awards

- Scroll of Appreciation for outstanding dedication to unit mission objectives, 2003
- Two Letters of Commendation for outstanding work while deployed to Bosnia, 1998