

Jacob A. Ward, Systems Administrator

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(304) 704-1131

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SUMMARY

Goal-oriented systems administrator with 5+ years of experience in the information technology industry, focused on security best-practices and high-level understanding of front-end and back-end systems and their implementations for the greatest results in production environments.

EMPLOYMENT HISTORY

Jun 2022 — Mar 2025 Systems Administrator Citizens Bank of West Virginia

Managed roughly a dozen production servers and multiple test environments for internal and remote employee infrastructure; including domain controllers, authentication software, third-party vendors, and company intranet software.

Designed network architecture for multi-site business, including continuity plan and failover options; implemented wide-area local networks for on-site as well as remote workers, including workstations, printers, scanners, etc.

Maintained Microsoft 365 tenant for entire organization, including administration of Entra ID, Teams environment and SharePoint sites, and Exchange mail.

Implemented top-down design of Active Directory schema and network domain. Oversaw administration of associated facets for these items and provision of support to end-users.

SKILLS

Works equally well in team and solo environments.

Excellent interpersonal skills, both with teammates/co-workers and clients.

Multifaceted base of knowledge; understands many types of systems.

SOFTWARE

Windows NT, Unix-like Operating Systems

Cisco Firepower, Meraki, Catalyst, DUO

VMware, Proxmox, Docker

Microsoft 365, Google Workspace

PowerShell, Batch, Bash, Lua

Adobe Creative Cloud

REFERENCES

Dustin Casto Chief Information Officer, (304) 516-3401
Citizens Bank of WV

Daniel Ware Chief Technology Officer (304) 517-9249
Citizens Bank of WV