

# Josh Lohff

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## PROFESSIONAL SUMMARY

Accomplished, resourceful Windows Systems Administrator with over 3 years experience supporting diverse users in multiple locations. Committed to helping organizations achieve maximum benefit from their IT infrastructure investment, by optimizing network functionality, increasing business efficiencies and locating cost-effective equipment/services without sacrificing quality. Currently relocating to Boise, Idaho.

- Creative and innovative thinker, bringing energy, enthusiasm and leadership to problem resolution.
- Energized by challenges and readily adapts to new technologies, projects, teams, systems and tools.
- Consistently deliver IT deployment projects on-time/budget and with minimal disruption to critical business processes.

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## PROFESSIONAL EXPERIENCE

**Silvaris Corporation**, Bellevue, WA  
**Systems Administrator**

**07/2005 – Present**  
**2 years 10 months**

Efficiently monitor Windows/Exchange/Active Directory 2003 WAN supporting 16 offices and 75 users across North America. Maintain co-location facility housing Web, database, backup, email and fax servers as well as VoIP phone system and VPN concentrator. Lead and contribute to IT projects to increase productivity and performance. Handle purchasing and installation of PCs, servers, office equipment, software, UPSs and network equipment in accordance with a \$325K budget.

### Key Accomplishments:

- Core contributor to automating paper-based accounting processes with electronic document management system, Columbiasoft Document Locator.
  - Worked closely with Accounting Department to convert 12 document types to paperless workflows with EDM system.
  - Teamed with Engineering to integrate software with in-house Web application, providing traders, accountants and customers with ability to see specific documents associated with orders.
- Set up or rebuilt 10 North American offices, including purchase, coordination and installation of phones, computers, network equipment, T1, link to WAN service and office furniture.
  - Flew to each location to build-out office and wire workstations to bring office to functional level.
  - Partnered with Telco providers and acquired knowledge in wiring in phone and network equipment to patch panels.
- Solved problem of supporting remote offices not connected to the Privately Routed Network (PRN) by implementing Citrix's GotoMeeting product. Future plans included deploying an inexpensive Juniper Firewall to connect remote office to corporate headquarters via VPN tunnel.
- Assumed control of recycling, selling on eBay or destroying years worth of outdated manuals, equipment, software and network gear. Purchased cost-effective but functional storage racks and overhauled everything IT-related in the company, leading to retrieval of key items in a moment's notice.
- Upgraded and consolidated 3 Exchange 2003 servers to one 2007 box. Moved all mailboxes/services, decommissioned old servers, and integrated eFax solution with new Exchange version.
- Initiated process of documenting various IT procedures, resulting in 32 detailed instructions on desktop computer maintenance, configuring VoIP phone system and much more.
- Deployed MS Office SharePoint Server for document management and testing purposes.

- Worked closely with co-worker to configure 3 Tb SAN with 7 logical drives across 2: 14 drive bays in RAID 5 and 1+0 configurations, based on redundancy and performance requirements.
- Created and maintained extensive list of all telecom/IT expenses in each office on a monthly basis.
  - Reduced costs by consolidating long-distance charges to single provider.
  - Converted 75% of POTS lines to RCFs and set up to forward to VoIP system.
  - Phased out legacy phone systems in place from prior acquisitions.

**University of Idaho, Moscow, ID** **08/2003 – 05/2005**  
**Technical Service Representative** **1 year 9 months**

Supported students in Idaho Excellence in Learning Program, from resolving printing/file share issues to re-formatting systems and replacing motherboards.

**Key Accomplishments:**

- Utilized Ghost to prepare 200 - 400 laptops for students each year.
- Applied knowledge of graphic design to update/maintain Website and produce marketing materials, flyers and posters.
- Created and delivered 30-minute informative presentations to groups of 5-50 faculty, staff and students on topics such as backup methods and Excel tutorial classes.

**May Hardware, McCall, ID** **03/1999 – 01/2003**  
**Locksmith, Glazier, Store Employee** **3 years 10 months**

Resolved after-hour residential and automobile lockouts in time-sensitive environment. Drove retail sales of equipment and service offerings to customers.

**Key Accomplishment:**

- Handled crisis situations in a calm and capable manner, requiring quick thinking and sound decision-making under intense pressure.

**TECHNICAL SKILLS**

**Platforms:** Windows Vista/XP/2000, Windows Server 2008/2003/2000  
**Networking:** TCP/IP, DHCP, SNMP, DNS, SMTP, Qwest Privately Routed Network WAN Service  
**Hardware:** Mitel Networks 3300 VoIP System, HP ProLiant BL20p G3 Blade Servers, Mitel 6000 Managed App Server Teleworker, HP Storage Works Modular Smart Array 1500, Quantum SuperLoader3 LTO3 Autoloader, HP SCSI SAN, Cisco 1700 Series Routers, HP ProCurve 2626 Switches, Cisco PIX 515 & 501, Dell Server Lines, Cisco VPN 3000 Concentrator Series Manager, Juniper Networks SSG5 & SSG520 Firewalls, IronPort C100  
**Software:** MS Office Suite, Visio, WSUS 3.0, IIS 6, IIS 7, Exchange 2007/2003, Active Directory, McAfee (ePO Server, Anti-virus & Anti-Spyware), Commvault Simpana Backup, SharePoint Server, Dynamics GP 10.0, Solarwinds Open Network Monitor, Captaris RightFax 9.3, Columbiasoft Document Locator 5, Adobe Photoshop, SQL Server 2005

**EDUCATION**

**University of Idaho, Moscow, ID**  
 B.S., Information Systems, 2005  
**University of Malta, Msida, Malta**  
 Exchange Student, spring 2003