

# RACHAEL DEJA

rachaeldeja@gmail.com

## EXPERIENCE

**FEB 2015 – PRESENT**

**PLATFORM ENGINEER, GENERAL MOTORS**

Builds, owns and manages enterprise scale SharePoint environments through PowerShell automation, encompassing over 250 Windows servers with diverse roles from IIS/Web servers to SQL servers, both physical and virtual, ranging from Server 2008 to Server 2016 // Ensures efficient operations and that security standards are met // Engineers upgrades, migrations, patching and solutions // Acts as a liaison between teams, with an understanding of all job functions (AD, F5/Load Balancing, SQL, Wintel) to design and facilitate production changes

**JUN 2014 – JAN 2015**

**HELP DESK SUPPORT TECHNICIAN, THOMAS HOWELL FERGUSON CPAS**

Assisted in administrating the network and servers that housed, but not exclusive to, Microsoft Exchange, Cisco Webex, SQL databases, accounting software, confidential client files and VMWare Horizon // Diagnosed, troubleshooted and resolved issues with hardware, installations and upgrades // Communicated effectively with technical and non-technical staff through face-to-face encounters, emails and phone calls // Began an extensive library of technical documentation

**AUG 2013 – JUNE 2014**

**IT TECHNICIAN, TALLAHASSEE PRIMARY CARE ASSOCIATES**

Offered end-user support and training of innovative technologies including Citrix XenApp (VDI), AllScripts EHR, and thin clients to 20 physicians and 250 staff members // Diagnosed and resolved technical issues on the fly // Delivered effective oral and verbal communication to provide solutions to the tasks at hand // Traveled to and from physicians' offices to provide support and ensure efficient operations

## SKILLS

- PowerShell
- Windows Server 2008-2016
- Microsoft SharePoint
- AD, Group Policy, DNS, DHCP
- Database Design & Management – Microsoft SQL
- High availability and Disaster Recovery

## EDUCATION

**2015 - PRESENT**

**MS IN INFORMATION TECHNOLOGY, FSU**

**2011 - 2014**

**BS IN INFORMATION TECHNOLOGY, FSU**