

# AISHA SMITH

[visualzetta@gmail.com](mailto:visualzetta@gmail.com)

909-272-3999

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## SYSTEMS ADMINISTRATOR / SECURITY ANALYST

IT Sys Admin Security Analyst with a passion and talent for aligning security architecture, plans, controls, processes, policies and procedures with security standards and operational goals. Great interpersonal skill with 10 years of experience as Systems Administrator, managing server infrastructures and data-center operations across multiple platforms (Unix, Linux, Windows). Effectively plan, install, configure and optimize the IT infrastructure to consistently achieve high availability and performance.

### AREAS OF EXPERTISE:

- System / Server Design & Installation
- Backup / Storage / Recovery Solutions
- LAN/WAN/NOC Administration
- Team Leadership & Mentoring / Training
- Patch management & Deployment
- Project Management
- Technical Writer, SAS Admin
- Systems Installation, Configuration & Upgrade
- HIPAA Security Standards
- Vulnerability Scanning

### TECHNICAL PROFICIENCIES

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Certifications: Oracle Database Administrator 8i

Platforms: UNIX, Linux, VMware ESX, vSphere, Hyper-V, Windows Server NT-2008, Microsoft SQL Server, Microsoft Exchange -2010, Microsoft Lync, Office Communication Server 2007, Microsoft SharePoint 2007-2010, Microsoft Project Server, Citrix XenApp Farm 4.0 / 6.5, XenApp Servers, Citrix MetaFrame XP, Citrix Presentation Server 4.x, XenApp, XenDesktop, XenServer, Blackberry Enterprise Server (BES), Apache / PHP Web Sites,

Software / Security Tools: Microsoft System Center 2007, WSUS, LDAP, Active Directory, Group Policy / GPOs, VMware Service Manager (VSM), SAS ITRM, SAS Stat, RMF SMF, SAP CCMS, LoadRunner, Quest Tools AIX, Oracle, MS Office, DNS, Messaging, VBScript, IBM RFT, Ghost, Acronis, Sophos, McAfee, Virus total, Qualys, Zoho-Desktop Central, Solar Winds, Green View Data, Palo Alto Traps, Cisco Finesse, SAS Administrator, SharePoint, Cisco Desktop Director, Wireshark, IBM Rational Testing

Hardware/programming language: NetApp Storage, Domain Controllers, Servers, Workstations, Mobile Devices, Cisco Routers, IBM, Dell, HP, Switches, Blades. C+,VB, Pascal, Perl, HTML, CSS, Java, Ruby on Rails

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## PROFESSIONAL EXPERIENCE

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### **INLAND EMPIRE HEALTH PLAN, Rancho Cucamonga, CA**

#### **IT Security Administrator/ Application Support Specialist, 8/2015 – Present**

Oversee security of the cloud infrastructure, serving as the main point of contact for investigating and resolving desktop security-related issues. Design and Develop threat and vulnerability management policies and manage SEM (security event management) system. Responsible for end user support, license tracking, and performing PC maintenance, Security Patch deployment and configuration upgrades. Maintain Policy and Procedures for Service Delivery, Implementation of users accounts in specified software applications. Excellent written and Oral skills, Team Player. Staying up to date on IT Security trends and information

#### **Key Achievements:**

- Confirm critical threat information and validate response.
- Keep up to date with security updates and improvements
- Document computer security and emergency measures policies, procedures and tests.
- Keep record of daily operations for tracking of customer needs, services rendered and future reference
- Protect the system against damage, change or illegal access
- Providing internal and external auditors reports from the system
- Familiar with HIPAA Security Standards
- Monitor of endpoint security applications.
- Provide endpoint security and patch reports
- Provide and show clear dedication & commitment to our companies business objectives
- Establish and manage great relationships and trust with employees, clients and Vendors.
- Service Delivery team lead for the Business Continuity / Disaster recovery Team

### **LOS ANGELES COUNTY / UNISYS, El Monte, CA**

#### **Systems Administrator/ Helpdesk, 10/2008 – 2/2014**

The implementation, and administration of high availability systems, messaging, networked software, and test environments. Led technology strategy development and execution to meet long- and short-term goals; advised and gained buy-in from management. Communicated with clients, end-users, managers, and other resources to gather requirements, ascertain needs, and develop solutions. Evaluated, selected, and procured hardware & software. Mentored junior team members, and Software Developers. Maintained comprehensive technical and user documentation. Created use case scenarios, workflow diagrams, and data models. Designed / executed test plans.

#### **Key Achievements:**

- Responsible for implementing and maintaining system functions in a team environment
- Configure, monitor, maintain and troubleshoot Exchange server and associated technologies for Email data transport
- Monitoring and providing technical systems application, Formulation of Testing Methodologies, Creation of Test Scenarios and Scripts with Java & IBM RFT
- Provide tier 2 and Tier 3 support, to include planning, remote & software and hardware configuration to a staff of over 9k end users.
- Designs, administrates, and supports systems, networks, and application infrastructure (e.g. LAN/WAN, firewalls, routers, systems security, global email systems). Provide System Patches & Deployment.

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## **PHILIPS, Los Angeles, CA**

### **Computer Field Support Specialist 10/2009 – 7/2010**

Held responsibility for Training customers and staff, replacement of faulty equipment, collaboration of data connections with vendors on-site, Conducted forensic investigations for security incidents.

#### **Key Achievements:**

- Create and conduct end user training
- Working with vendors to produce Network Designs.
- Responsible for administration, hiring, technical training, mentoring, and team building
- Provide Data specs on trouble tickets
- Minor Repair & Installation of Inverter Boards
- Monitor upgrade with latest firmware
- Installation of 65-340 monitors in a week.

## **TRY FOCUS ENTERPRISE, Long Beach, CA**

### **Computer Support Specialist 11/2008 – 7/2010**

Supervise daily computer systems, provide minor repairs when needed to software, hardware or other equipment. Help resolve customers' technical problems via email or phone

#### **Key Achievement:**

- Assist supervisors in analyzing operation processes to optimize the flow while measuring team's performance.
- Responsible for supporting the System Analyst in developing, designing and implementing tools and reports for daily operations.
- Installation and upgrade of staff workstations
- Perform preventive maintenance
- Perform onsite and remote analysis of computer and network issues
- Serve as a technical contact at all times
- installing and configuring computer hardware, software, systems, networks, printers and scanners
- talking to clients and computer users to determine the nature of any problems they encounter
- setting up accounts for staff, ensuring that they know how to log in
- investigating, diagnosing and solving computer software and hardware faults

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## **EDUCATIONAL BACKGROUND**

### **Graduate of Computer Systems Technician**

UEI College Ontario, CA

### **Associates of Science in Computer Science**

LOS ANGELES TRADE TECH COLLEGE, Los Angeles, CA

MCSE Certification (in progress)

Security + (in progress)





**THE SERVICE  
COMPANIES**

SERVICE. ABOVE ALL

Name Aisha Smith

## Servers Test

Score 29/35

### Multiple Choice

-6  
83%

- a 1) Food is served on what side with what hand?  
a) On the left side with the left hand  
b) On the left side with the right hand  
c) On the right side with the left hand  
d) On the right side with the right hand
- C 2) Drinks are served on what side with what hand?  
a) On the left side with the left hand  
b) On the left side with the right hand  
c) On the right side with the left hand  
d) On the right side with the right hand
- d 3) Food and drinks are removed on what side with what hand?  
a) On the left side with the left hand  
b) On the left side with the right hand  
c) On the right side with the left hand  
d) On the right side with the right hand
- a 4) What part of a glass should you handle at all times?  
a) The stem  
b) The widest part of the glass  
c) The top
- d 5) When you are setting a dining room how should you set up your tablecloths?  
a) Neatly and evenly across the tables  
b) The creases should all be going in the same directions  
c) The chairs should be centered and gently touching the table cloth  
d) All of the above
- d 6) If you bring the wrong entrée to a guest what should you do?  
a) Go back into the kitchen and patiently wait in line behind the rest of the servers until it's your turn  
b) Inform the guests that you will bring the correct entrée once everyone else in the dining room is served  
c) Try to convince the guests to eat what you brought them  
d) Go back into the kitchen to the front of the line and inform the expeditor that you need a different entrée

### Match the Correct Vocabulary

- |                          |   |
|--------------------------|---|
| <u>D</u> Scullery        | A. Metal buffet device used to keep food warm by heating it over warmed water   |
| <u>E</u> Queen Mary      | B. Style of service where food is prepared or served individually at the dinner table to fit the customer's specific taste (i.e. providing dressing and pepper for salad or handing out bread to each patron) |
| <u>A</u> Chaffing Dish   | C. Used to hold a large tray on the dining floor  |
| <u>G</u> French Passing  | D. Area for dirty dishware and glasses  |
| <u>B</u> Russian Service | E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored   |
| <u>F</u> Corkscrew       | F. Used to open bottles of wine   |
| <u>C</u> Tray Jack       | G. Style of dining in which the courses come out one at a time  |



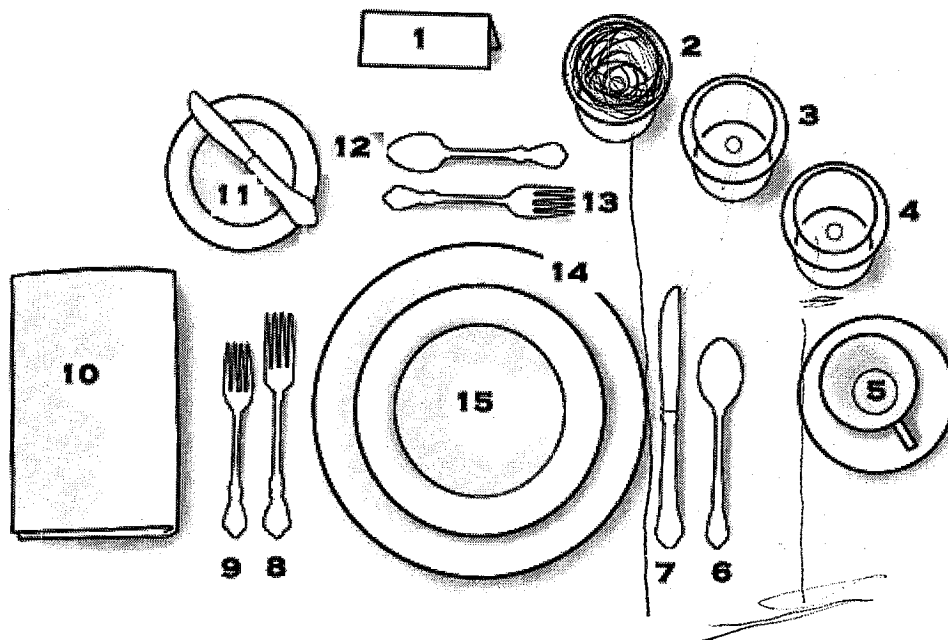
THE SERVICE  
COMPANIES

SERVICE. ABOVE ALL

Name \_\_\_\_\_

## Servers Test

Score / 35



### Match the Number to the Correct Vocabulary

- |                   |                       |                   |                              |
|-------------------|-----------------------|-------------------|------------------------------|
| <u>10</u>         | Napkin                | <u>8</u>          | Dinner Fork                  |
| <u>11</u>         | Bread Plate and Knife | <u>5</u>          | Tea or Coffee Cup and Saucer |
| <u>1</u>          | Name Place Card       | <u>7</u>          | Dinner Knife                 |
| <u>12</u>         | Teaspoon              | <u>2</u> <u>3</u> | Wine Glass (Red)             |
| <u>13</u>         | Dessert Fork          | <u>9</u>          | Salad Fork                   |
| <u>10</u>         | Soup Spoon            | <u>14</u>         | Service Plate                |
| <u>15</u>         | Salad Plate           | <u>3</u> <u>4</u> | Wine Glass (White)           |
| <u>4</u> <u>2</u> | Water Glass           |                   |                              |

### Fill in the Blank

- The utensils are placed 1 inch inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? cream, sugar
- Synchronized service is when: you serve the food to one table then move to the next table
- What is generally indicated on the name placard other than the name? Seat / Table #
- The Protein on a plate is typically served at what hour on the clock? 10
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
inform the ~~manager~~ captain  
Steward

you serve on table at a time each Server has a plate to server a guest and another Server the other guest in order.