

Brianna Hollis

Server Administrator

✉ brianna.hollis@email.com ☎ (402) 555-0174 📍 Omaha, NE 🌐 [linkedin.com/in/briannahollis](https://www.linkedin.com/in/briannahollis)

Summary

Server Administrator with 6 years of experience keeping Windows Server, IIS and SQL Server hosts running for insurance and hospital employers. Handles VMware builds, Active Directory, DNS and DHCP, and uses PowerShell and performance tuning to keep more than 250 servers patched, fast and documented.

Experience

Server Administrator

02/2022 - Present

Heartland Mutual Insurance

Omaha, NE

Insurance carrier with 1,100 employees and a 260-server data center.

- Administer 260 Windows Server 2016 to 2022 hosts on VMware, holding claims systems at 99.96% uptime.
- Run 45 IIS web servers for agent portals, renewing certificates and tuning app pools to cut timeouts by 60%.
- Deploy monthly patches with PowerShell and SCCM, reaching 98% compliance within 10 days of each release.
- Lead SQL Server performance tuning with the DBAs, lowering nightly batch run time from 5 hours to 3.

Server Administrator

10/2020 - 01/2022

Prairie Gateway Health System

Lincoln, NE

Hospital network with 4 sites and 2,000 users.

- Built 120 Windows Server virtual machines from standard templates for an EHR upgrade.
- Managed Active Directory, DNS and DHCP for 2,000 users across 4 hospitals.
- Diagnosed TCP/IP and storage latency issues with the network team, ending repeat outages on 3 clinical apps.
- Documented 35 server build and recovery procedures used in the annual compliance audit.

Help Desk Technician

06/2018 - 09/2020

Cornhusker Office Solutions

Lincoln, NE

IT services company supporting 80 small businesses.

- Resolved 35 tickets a day by phone and remote session with a 4.8 of 5 customer service rating.
- Installed Windows servers, printers and backups for 25 new small-business clients.
- Managed accounts and folder permissions in Active Directory for 80 client offices.
- Restored client file servers from backup 15 times with no lost business data.

Education

Bachelor of Science

05/2018

University of Nebraska-Lincoln

Lincoln, NE

Management Information Systems

Skills

- Windows Server
- PowerShell
- VMware
- Active Directory
- IIS
- SQL
- DNS
- DHCP
- TCP/IP
- Performance Tuning

Certificates

Microsoft Certified: Windows Server Hybrid Administrator Associate

05/2023

Microsoft

CompTIA Server+

02/2021

CompTIA