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Microsoft CERTIFIED
Systems Engineer

Objective

I am looking for a career position that would allow me to use my vast computer, technical support, system troubleshooting, security, and customer service knowledge to further advance an organization's information technology department.

Summary of qualifications

Certifications

Microsoft Certified Professional

Microsoft Certified Professional + Internet

Microsoft Certified Systems Engineer - Windows NT 4.0

Microsoft Certified Systems Engineer - Windows 2000

Operating Systems

• Windows 2012	Expert	
• Windows 95-Win 8	Expert	
• Windows NT-2008	Expert	

• Windows 10	Expert	
• VMware	Expert	
• Linux/Unix	Median	

Technical Abilities

- Active Directory management & configuration
- Antivirus management & removal
- Backup software & planning
- Citrix / XenApp / XenServer
- Compaq Server setup & configuration
- DCHP configuration & maintenance
- Disk imaging / ghosting / cloning
- DNS configuration & maintenance
- Equipment rollout / replacement
- EPIC – Client Server Manager
- Expertise in Microsoft Office Suites
- Extensive Internet knowledge
- Firewall Rules & Planning
- IIS 4.0 - 7.0 Expertise
- LAN configuration and maintenance

- MS Exchange Experience
- Network & Server Security
- Network Administration
- Network Cabling & configuration
- Network diagramming & planning
- Remote user support & configuration
- Service Pack / Hot-patch knowledge
- Superior troubleshooting ability
- Symantec NetBackup
- Switch & Router setup & configuration
- TCP/IP expertise
- User/Group management
- VPN setup and use
- WAN configuration and maintenance
- Website / html creation & maintenance

General

- Team Oriented
- Instruction & Training knowledge
- Management and Supervisory Experience
- Ability to quickly learn, operate and manage new software applications.

- Expertise in documentation and process improvement.
- Desire to complete tasks correctly and completely the first time.

Software Expertise

- Microsoft Lync
- Microsoft Office
- Epic Systems

- Websense
- Symantec Netbackup
- Symantec Endpoint

- Microsoft SCOM
- Tivoli
- VMWare

Education

2012 Epic Systems

ECSM 100

2001 Wave Technologies

MCSE 2000 Upgrade

1998 MCTEC

MCSE 4.0 Series

Professional experience

Reliance One – Anthelio Healthcare Solutions
Auburn Hills, MI
January 2014 – Present
Senior Systems Engineer

This project is working as a Senior Systems Engineer in the System Windows team for a major health care provider managing over 10,000 servers in 6 datacenters running mostly on VMware hosts. I am responsible for application upgrades, Project management, and building virtual servers for upgrades and new products. During this project I have been focused on building new servers on Windows 2012 and migrating the applications from Windows 2003-2008 Servers onto the new Windows 2012 server operating system servers. This included design, build and implementation phases of each product. During this time we also virtualized many of the servers replacing the old physical servers into the new VMware environments.

Each new system had to go thru the new standards including patch management, naming conventions, ITIL, monitoring solution, and Tivoli. I was assisted in creating the policies for each to make a standard moving forward with the Windows 2012 server operating system in the environment.

South Haven Fire Department
Valparaiso, IN
March 2013 – February 2015
Information Management Officer / Firefighter

Serving the fire department in the role of Information Management Officer I have implemented policies on acceptable use, documented all systems, upgraded the network to better utilize their equipment. Redesigned the corporate web presence and email system. Upgraded all computers to Windows 7 64bit operating system and implemented group policies and folder redirection. Replaced the old server with a Windows 2012 server. Replaced the old phone system with a VOIP system.

Insight Global
Chicago, IL
November 2013 – December 2013
Network Administrator

During this project for the Office of the Inspector General, Railroad Retirement Board I was responsible for documenting the network, all applications and the status of all devices. I tuned the SQL databases and servers to allow for better operation, decommissioned old servers and migrated roles from multiple servers into single servers to allow for better optimization. Upgraded all VMware Hosts to the latest patches on each ESX host. Installed WSUS and group policy object so that the computers all used the internal updates.

BlueStone Staffing Solutions
Palatine, IL
October 2013 – November 2013
Epic Client Server Manager

During this project for the Oakland Children's Hospital of Oakland California I served as the Lead Epic Client Server Manager for implementation and Go-Live support for the Hospital. Implemented Epic Print Services Monitor with four production Epic Print Servers. Assisted in creation of all LWS and EPS records; creation of all print queues and Hyperspace clients.

Bad Dog IT Consulting / Bad Dog Web Hosting
Portage, IN
Oct. 2001 – October 2013
Independent Consultant

Working as an independent Consultant, I have provided many types of consulting from corporate customers to home users. I have provided advice on Internet access to customers utilizing both hardware and software access methods. During this time I have also designed security guidelines for several organizations, to include Microsoft Service packs, Microsoft hot patches, and Virus Prevention Solutions. I have managed several Microsoft Exchange servers, including Integration with IIS to provide web

access email. Designed and developed several Internet and Intranet websites utilizing Microsoft IIS, combined with Microsoft Index Server and Site Server Express to develop reports on usage analysis. During my time as a consultant I have earned my MCSE in both Windows NT 4.0 and Windows 2000. My positions have included setting up and designing websites for many different companies, along with user account management and active directory design. I completed Ethernet installations along with several conversions from older topologies such as token-ring. I have built and upgraded well over 10,000 systems while working with this company. I have also provided both dial in and voice support for many of the systems, using both voice lines and remote services. Manage Plesk Web servers, Computer consulting, project work, various upgrades and computer work. Design and replacement of complete IT system at several small companies in Northern Indiana. Managed outsourced IT departments for small to mid-sized companies. Web hosting for over 100 websites internationally.

Dunes IT Consulting, LLC
Chesterton, IN
April 2012 – March 2013
Service Manager - Senior Systems Architect
Reason for leaving: Consulting Business Slowed
I served as the Service Manager managing the Engineering Staff and also the Senior Systems Architect. I was also responsible for all Partnership management and establishing new industry partnerships. I was responsible for establishing the basic structure of the system, defining the essential core design features and elements that provide the framework for all that follows, and are the hardest to change later. The systems architect provides the architects view of the users' vision for what the system needs to be and do, and the paths along which it must be able to evolve, and strives to maintain the integrity of that vision as it evolves during detailed design and implementation.

Community Foundation of North West Indiana
Munster, IN
September 2008 – April 2012
Systems Engineer II
Working as a systems engineer with CFNI I managed the project implementation and migration from Exchange 2003 to Exchange 2007. I was responsible for the replacement of the old SMTP mail system to the full migration to the Exchange Environment. I have been involved with the data center migration, backup system, implementation and management of SCOM 2007. Core member of Technical team responsible for the Epic EPS/BCA implementation at three hospitals in nine months; also the team lead Epic Business Continuity Expert. I am the Exchange Administrator and currently planning the migration to Exchange 2010. I am responsible for the Symantec Antivirus/Endpoint Protection Infrastructure and servers. My team is responsible for managing all 500 servers; we have a VMware farm consisting of over 200 servers. I am also responsible for Citrix. I was the technical lead for implementing Microsoft Lync 2010. I am the technical lead for Websense Web Security product.

American Dietetic Association

Chicago, IL
Sep. 2005 – Mar 2008
Systems Engineer
During the course of this position I was able to document the network, a task they had never accomplished to this point. Documentation consists of network maps, and static IP lists, as well as server list and services for each. I migrated all users off Novel to a complete Microsoft 2003 Active Directory structure. I replaced the undersized UPS system to a full PowerWare server room solution. I migrated the remote Washington DC office over to Active Directory from Novel. I replaced slow communication lines between a remote office with faster DSL vpn connection. Replaced the old single Watchguard firewall system over to a clustered fail-on-fault dual Watchguard firewall system. Converted the internet connection from a single T1 line to a Cogent 100mb pipe solution. I planned and installed a new 1GB backbone structure using an HP Procurve solution. During this time I upgraded their Norton Antivirus solution from 7.5 to Symantec Corporate Version 10 solution. I am responsible for the management of their Sprint Email Spam & Virus solution. I assisted in moving their web hosting from external to internal solution with the addition of new servers and software. I planned and implemented Microsoft Windows Update Server internally to push updates to all workstations. I assisted in Cisco Voice over IP migration and management. I assisted management in replacing the helpdesk software from TrackIt to cSupport for better use and operation. I helped to implement and maintain EMC (Legato) Networker enterprise wide backup solution.

Migration of the watchguard firewall system to a new Cisco 5500 series cluster along with implementing Cisco VPN. I was able to improve network performance by finding and repairing bottlenecks.

Geminus Corporation
Merrillville, IN
Feb. 2003 – Sep 2005
Desktop Support Level 2
Reason for leaving: Better Growth Opportunity
During the course of this position I split my time between network administration, server administration and desktop support. I migrated the entire network to Norton Corporate 8.5 then 9.0 along with introducing Symantec Antivirus for Exchange to help with the large volume of email viruses that had previously been received. Installation and configuration of Citrix as well as installing Nfuse for vpn access, is among my list of accomplishments in this position. I migrated all of the firewalls to use new Watchguard systems. While working in conjunction with other staff, the installation of 10 other locations over the Internet with the Watchguard systems was accomplished to create VPN tunnels. I researched and installed Microsoft SUS server to provide our own controlled patch system thru active directory. I helped them improve re-imaging of desktops by bringing in Symantec's Ghost and creating images of the workstations. This contributed to time and money saving of not only the IT staff but of the customers as well, minimizing their downtime and helping their productivity.

Corestaff Technology Group / PEC Solutions, Inc.
Falls Church, VA
July 2002 – Nov. 2002
Manager/LAN Administrator
This position consisted of setting up and maintaining a small Windows 2000 Client/Server LAN for the Transportation Security Administration recruiting project. During this project I maintained the LAN and the biometric devices used for fingerprint scanning and digital photographs of personnel. I was also responsible for tearing down the LAN and shipping it to the next location on the schedule, then flying to a new location and starting the process over. During this project I managed a team of five employees. Project Management skills were required to handle over 100 people seen daily to make the daily flow manageable. During the project we connected to the headquarters to transfer files through Cisco Systems VPN Client.

New Boston Systems / AIS
Chicago, IL
Feb. 2000 – Oct. 2001
eCommerce NT Systems Support
Reason for leaving: Company Downsized
This position dealt with supporting all Microsoft servers in a banking Internet Environment. The position required me to design all NT and Windows 2000 projects to meet complex security guidelines as required by ever-changing security rules to provide high-availability, secure sites. This position also involved designing and maintaining an aggressive antivirus update procedure to protect from virus attacks. I was also responsible for creating the support documentation for the production support personnel, along with network diagrams using Microsoft Viso, and writing the firewall rules. Other duties included user account management and troubleshooting system and network configurations. I assisted in planning the development of new systems and features for the environments. During this assignment my team also assisted the help desk with 3rd level support of all issues they could not resolve. All servers were Compaq ProLiant Series with raid technology. Software responsibilities included Site Server 3.0, MS SQL 6.5/7.0/2000, IIS 4.0/5.0, MIFST, NT4.0, Windows 2000 Server and Advanced Server, and Lotus Notes 5. Due to financial restrictions this position dealt with heavy security and lock-down procedures of the environment to avoid intrusions. All environments were Ethernet with some connections thru IBM SNA gateways to Mainframe computers.

GevCo Enterprises, Inc.
Berea, KY
Dec. 1997 – Oct. 2000
Lead Technician
Reason for leaving: Business Slowed
While in this position, I had installed and maintained over 200 domains housed on two apache web servers. All of this had been done remotely through the Internet. I had been responsible for customizing and updating cgi scripts and customer access

panels. I also provided all the technical support via email for all of the customers on the server. This includes support for many email services, including routing, account setup, aliasing and forwarding. I was responsible for the server maintenance and setting up of new domains through the name server.

Getronics Wang - Integrated Partnerships
Chicago, IL
Oct. 1999 – Jan. 2000
Foreman – Team Lead
Reason for leaving: Contract ended
Working as a Foreman on the State Automated Child Welfare Information System (SACWIS) rollout Y2K project of 55 Dell PowerEdge 4350 servers, 4500 Dell GX1 desktops and 700 Lexmark printers at 45 locations dealt with installing a new Dell Server Rack, Opti Rack UPS, Dell PowerEdge 4350 Server, tape back-up system, we also installed all new giga-speed cabling, and Cisco Switches and Routers. These sites were all configured with BDC's installed at every location and Exchange Servers configured at every site that consisted of more then 300 users. All workstations that were installed were part of one large domain that encompassed the entire state of Illinois all connected by T1 lines. These all connected to several AS400's and other mainframes via Extra sessions. During the course of this project we were required to setup and sometimes configure the Cisco switches and routers. All environments were converted to Ethernet. This project also consisted of the full Microsoft Office 2000 suite. I managed crews of 10-50 people on each site including the scheduling of people, delivery of merchandise, setting up the servers, installing the switches and all patch cables. This position also dealt with handling all the complaints and concerns of the users and managers of each site.

TekSystems – Elkhart General
Elkhart, IN
August 1999 – Nov. 1999
Temporary Help Desk Coordinator
Reason for leaving: Contract ended
Temporary Help Desk Coordinator for a hospital with over 800 nodes in a mixed Novell, Microsoft NT 4.0 and Unix enterprise environment. This enterprise environment dealt with many locations in the WAN all connected by Switched 56 and T1 leased lines. My position consisted of the daily operations of front line support to the users of the hospital. Using NwAdmin and User manager for domains to troubleshoot and add users. Controlling and troubleshooting problems from within Microsoft System Management Server and Help Desk remote control to better utilize our time we were able to keep turn around times on open call tickets to a minimum. Position also included support of all email accounts in Exchange and GroupWise. I was also involved with the Y2K upgrades as well as the phasing out of old systems and configuring the entire network to a new naming convention. During this time I was also involved in the phasing out of the Intranetware Client for NT thus speeding up the network. I was involved in the troubleshooting of the DHCP and TCP/IP conflicts. In the course of the project I would have to add static routes to some of the switches and routers.

Applied Computer Techniques
Hobart, IN
August 1998 - January 1999
PC Technician
Reason for leaving: Contract ended
My position included troubleshooting and diagnosing problems on all Windows-based operating systems. I installed and upgraded a LAN network from peer-to-peer to an NT 4.0 Server-based hub network. I ran unshielded twisted pair cables throughout the building and setup the 12 workstations connected to a hub. I worked through a problem with a server that had defective parts and had to Return Merchandise Agreement and replace the motherboard from the server that had taken a power spike.

Other Training
Satisfied Customers Every Time - February 1994 - Four-Hour Seminar on Customer Service.

Dealing with Difficult People – October 2007 – Day Seminar

Firefighter I/II Academy – April 2013 – September 2013

Military Service
United States Marine Corps

Activities
- Orak Shrine – Public Relations Chairman
- Porter County Search and Rescue Team Member
- Griffith Masonic Lodge #735 F&AM - Officer
- HTML Writers Guild – Member since 1995
- Indiana Patriot Guard: Member
- International Webmasters Association – Member since 1995
- Order of the Eastern Star - Member
- State of Indiana - Notary Public

References
Furnished upon request