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## SUMMARY OF QUALIFICATIONS

Industry-certified computer professional with over twenty solid years of experience in IS/IT/DP.  
Resourceful and expedient problem-solver. Industrious, enterprising, and analytical.  
Seeking a position in my aptitudes of Network Engineering/Administration/Management.



## TECHNICAL OPERATING ENVIRONMENTS

**Network Topologies:** Ethernet (10/100/1000), Wi-Fi (802.11a, b, g)

**Network Protocols:** TCP/IP (DHCP/WINS, DNS), Active Directory

**LAN/WAN Hardware:** Routers: Cisco 25xx, 3624 series

Switches/Hubs: Cisco Catalyst 55xx, Cabletron, 3Com

**Server Hardware:** Compaq/HP ProLiant, Dell PowerEdge, IBM Netfinity

**Network O/S:** Microsoft Windows 2003/2000 Server, NT Server (3.x - 4),  
entire BackOffice Suite (SQL, IIS, Exchange, SMS, SNA)

**Network Software:** Legato, ArcServe, Sniffer, PowerChute, Visio, Ghost,  
scripting (PowerShell, KiX, DOS), RK tools & utilities

**PC Client Hardware:** all AMD & Intel CPUs, i.e. Dell, HP, Compaq, IBM

**PC Client O/S:** Microsoft Windows Professional (XP and Vista),  
NT Workstation (3.51 - 4), DOS (3.x - 6.22),  
Windows (3.x, WFW, Windows95 & Windows98)

**PC Client Software:** Microsoft Office Suite (thru 2007), Attachmate Extra!,  
many DOS/Windows applications, tools, and utilities

## PROFESSIONAL WORK EXPERIENCE

Telecommunications: 8+ Years

Banking/Finance/Insurance: 8+ Years

State Government: 2+ Years

Direct-Mail/Retail/Manufacturing: 6+ Years

## Systems Engineer

4/2008 to present

Lockheed Martin Corporation - Tampa, Florida

- member of the Sustaining Engineering team, which is responsible for patching all SMS servers and maintaining overall SMS infrastructure health (200+ SMS servers, 155000 clients)
- test and deploy security and maintenance patches for various products:
  - Microsoft Windows Server 2003, SMS 2003, SQL 2005
  - Veritas NetBackup and ArcServe BackupExec
  - miscellaneous Adobe, McAfee, CA products
- prepare for eventual deployment migration from SMS 2003 to SCCM 2007
- prepare for overall hardware/software refreshes (up to Server 2008)

## Network & Server Engineer

2001 to present

self-employed contractor (mostly 1099 work) - Tampa, Florida

- upgraded several businesses from Windows Server 2000 to Server 2003
- installed many wireless access points, printers, and numerous other peripherals
- server upgrades: moved data stores from old server to new server for Exchange & SQL
- implemented load-balancing for physical NICs & server roles (DHCP/DNS/file/print)
- automated reporting processes via service-based scheduler and PowerShell scripting
- utilized numerous Microsoft & 3<sup>rd</sup> party tools to resolve varied Active Directory anomalies
- used scripting tools to efficiently add many dozens of new users to AD quickly
- modified Group Policies in AD to lock-down desktop users & password lockout policies
- implemented policies in ISA Server to restrict web surfing by employees
- diagnosed server resource issues for Exchange 2007 thrashing & using all available RAM
- upgraded anti-virus clients to server-based corporate version for centralized management
- performed thorough and detailed LAN assessments to prioritize future upgrades
- resolved all kinds of network "weirdness" – slow printing, network cable degradation

## Software Distribution Engineer (contractor for [Verizon](#))

4/2002 to 5/2007

[Pomeroy IT Services](#) - Tampa, Florida

- implemented end-client PC software updates across the entire enterprise of 175,000 PCs utilizing [BMC Marimba](#)
- consistently increased the overall team's efficiencies and success rates:
  - wrote literally hundreds of command-line batch scripts to automate repetitive tasks
  - key member of team that implemented WOL usage to increase pingable PCs
  - fine-tuned & ran numerous SQL queries to ensure timely and accurate results
  - coordinated implementation of custom-written GUI tools to monitor push progress
  - repeatedly utilized numerous remote administration tools such as WinVNC, SMS, Remote Desktop Protocol, UNC command-line, and MS Resource Kit utilities
- trained & mentored over a dozen new team members throughout my tenure
- frequently consulted in matters of workload and specific personnel assigned to tasks

## Network Manager

8/2001 to 3/2002

ThruComm - St. Petersburg, Florida

- one-man shop = solely responsible for all IT functions (software/hardware/network/WAN)
- complete & thorough analysis of computer hardware inventory and software licensing
- coordinated & executed entire office relocation (50 users) -- new data T1s, new IP block
- rebuilt several servers onsite: migrated from NT4 Server to Win2000 Server
- implemented anti-virus solution on in-house Microsoft Exchange server
- implemented in-house IIS server to host multiple intranet & internet websites
- assisted in planning & execution of migration from SQL 6.5 to SQL 2000
- researched & recommended several external firewall solutions where none existed; fine-tuned their MS Proxy server to filter ports/limit access in the meantime

## Senior LAN Administrator

3/1998 to 7/2001

MCI WorldCom - Richmond, Virginia

- complete & thorough NT4 network administration & PC/LAN support
- participant on project team to migrate entire enterprise of 70,000 users to Active Directory
- relocated a 70-user call center office into a newly-built building:
  - implemented data/voice facilities (orchestrated cable pulls, WAN drops, etc.)
  - created multiple disaster recovery scenarios: power, redundancy, hotsite prep.
- coordinated protocol migration of another call center from token-ring to Ethernet
- lowered TCO (Total Cost of Ownership) by standardizing all desktop PCs in two call centers:
  - extensive implementation of MS Resource Kit tools and utilities to perform silent installs/upgrades of all end-client software and drivers via batch scripting
  - implemented NT Server's mandatory roaming profiles & NT domain policies
  - analysis of end-user PCs for "inappropriate" web usage, which could have made the Company vulnerable to sexual harassment lawsuits
  - utilized Ghost imaging software to easily manage complete desktop rollout
  - flattened overall domain structure by merging orphan domains into a single master-resource domain model which reduced overall network overhead
- implemented organizational anti-virus solution which updated servers & end-user PCs from a central server to maximize speed and flexibility; also advised & instructed other business units on install & config, which was eventually implemented Corporate-wide
- mentored several junior network administrators throughout my tenure
- oversaw the closing of these two Order Entry offices: inventory & shipping equipment

## LAN/WAN Administrator (Contractor)

4/1997 to 1/1998

[IPC Technologies](#) - Richmond, Virginia

- provided PC/LAN hardware support for an international textile manufacturing firm
- performed several IS roles for a national stock brokerage firm:
  - assisted in design & setup of their in-house PC configuration center
  - helped resolve LAN/WAN hardware infrastructure issues
  - MS-Mail and NT Domain Administration: User & Server Manager, as well as the full Microsoft BackOffice suite (Exchange, SNA, SMS)

## Technology Management Consultant

9/1995 to 1/1997

[Trigon BlueCross BlueShield](#) - Richmond, Virginia

- team member for support of 100+ servers in a mixed setting (NT, OS/2)
- addressed & resolved PC/LAN hardware & software issues
- served on several project teams -- both as participant and leader
- evaluated new hardware & software technologies for definition of enterprise standards

## LAN Administrator / Programmer

6/1993 to 9/1995

[Commonwealth of Virginia](#) – Dept of Information Technology - Richmond, Virginia

- administrator of departmental Banyan Vines LAN; end-user support and training
- built, configured, tested, installed, and maintained all departmental PCs
- provided complete PC/LAN support for several state-contracted client departments
- coded, tested, implemented, and modified Unisys DML COBOL programs

## Production Control Coordinator

2/1992 to 4/1993

Encore Service Systems - Boca Raton, Florida

- developed, implemented, and maintained a PC-based multi-relational database of physical LAN cabling for entire company in Alpha-Four
- troubleshoot PC/LAN hardware and software issues (OS/2 LAN Manager, 3270 connections)
- coded ICCF, JCL, and COBOL on the IBM 4381 to process user requests
- provided backup support for Computer Operations staff (IBM 4381, various peripherals)

## Various positions in mainframe Computer Operations (all in Florida)

7/1983 to 12/1991

- IBM 3081 mainframe, IBM 4341
- Data General S/140, S/280
- Burroughs B2900 (with MICR sorter)
- Xerox 4090 Laser Printing System
- MicroData (now McDonnell Douglas)
- NCR Criterion VRX (with MICR sorter)

## SEMINARS AND EDUCATION

Continually attend industry seminars, conferences, and technical events

- 2009: attended MMS (Microsoft Management Summit) in Las Vegas, Nevada
- 2007: **Certification - Microsoft 70-501 (Microsoft Certified Technology Specialist)**
- 2007: attended Microsoft Tech-Ed seminar in Orlando, Florida
- 2006: **Certification - Microsoft 70-282 (Microsoft Small Business Specialist)**
- 2005: completed four semesters of Cisco Network Academy at HCC (CCNA prep)
- 2001: **Certification - CompTIA Network+**
- 2000: completed course -- Troubleshooting with the Sniffer Pro Network Analyzer
- 2000: completed course -- Windows 2000 Update for NT 4.0 Administrators
- 2000: completed course -- Supporting Windows NT Server 4.0 in the Enterprise (MS 689)
- 1999: completed course -- Microsoft Windows NT 4.0 Security
- 1998: **Certification - Microsoft 70-073 (NT Workstation 4.0)**
- 1997: completed course -- Installing and Deploying Windows NT Workstation 4.0

- 1996: completed course -- Mastering Windows seminar
  - 1996: completed course -- Covey's Seven Habits Series
  - 1995: completed course -- Introduction to Local Area Networks
  - 1995: completed course -- Introduction to Data Communications
  - 1995: completed course -- Basic Banyan VINES Administration
  - 1995: completed course -- Advanced PC Troubleshooting
  - 1995: completed course -- Internetworking: Using Bridges, Routers, Hubs, and Switches
  - 1993: completed course -- Unisys Institute of Technology: DMS & DML COBOL Programming
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- 1982-2005: completed Computer Science classes at the Univ. of Florida, Embry-Riddle Aeronautical Univ., Atlantic Vo-Tech. Center, Broward & Hillsborough Comm. Colleges
  - University and college-level classes taken in:  
Cisco Networking, Systems Analysis, BASIC, C++, CICS, COBOL, Pascal, S/370 Assembler