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## TECHNICAL ACUMEN

**Operating Systems: Windows** (all versions), Windows server (all versions), Linux Red Hat ES, (RHCS) SUSE, Ubuntu, Cent OS, Fedora. Unix: Sun solaris, AIX, HPUX, SCO, HP EVA, IIS, Apache, LAMP.

For a complete detailed project information visit my blog <http://downtownlextech.com/blog>

**Applications Software:** MS Office (all versions), MS Exchange, various scripting ,Cisco VPN, RSA, Hummingbird / X-serve, Source safe Siemens and Avaya phone systems, Ghost; RSA; Honeywell Security, CA Unicenter,

## CERTIFICATIONS

Introduction too ITIL standards, CISSP training, Netbackup 7.1 Administration, Most of my education is non traditional on the job training and self education out of a need to know.

## EXPERIENCE

### Baptist Memorial Healthcare

12/2010 - Present

Systems Administrator II

Regarded as one of the premier health care systems in the nation, Baptist Memorial Health Care is an award-winning network dedicated to providing compassionate, high-quality care for patients. With 14 affiliate [hospitals throughout the Mid-South](#), Baptist combines convenience with excellence of care—two reasons we have been named among the top health care systems in the country for several years.

- Veritas Netbackup Administrator covering 14 hospitals and over 64TB of storage backed up weekly. These include Windows, Unix, Linux, exchange, SQL and VM's.
- In charge of instituting and administering Falconstor Virtual Tape Libraries in all regional locations. Also I administer and helped roll out the initial test VTL program currently in place.
- Currently upgrading our environment to Netbackup 7.1 to encompass flash backups of all V-Sphere host's and VM's.
- Assist with HP EVA storage provisioning when needed.
- Installed and Administer EMC Data Protection Advisor which gives us a running track record of our backup successes and storage needs.
- Our team encompasses all SAN / Storage and backup needs. We obviously work tightly with the server and applications group. I do many more things that are tightly integrated to our environment which is very hard to quantify here.
- Most of the same applications listed below are also in this environment that I use on a daily basis.

### HP / Exstream software

08/2009 – 09/2010

Sr. Systems Administrator

Hp / Exstream software is a world wide documentation software company. Their award winning and industry leading technology allows large corporations to communicate large amounts of data with very low complexity.

- Test, upgrade, monitor, configure, troubleshoot and repair complex hardware and software events to ensure continuous functionality.

- Install software to specifications pertaining to current or future software development requirements. Install and maintain Microsoft Windows 2000, 2003, 2008, XP and Vista, VMWare ESX, Red Hat Linux, HP-UX, Sun Solaris, and IBM AIX operating systems.
- Install, configure, monitor, maintain and repair the Storage Area Network to include hardware maintenance, performance monitoring, performance tuning, firmware and driver updates and storage presentation to server resources. Currently manage 76 Terabytes of data on 1 EVA 8100 with 2 48 port Brocade SAN switches connecting 55 servers.
- Installed and maintained MANY applications which include but not limited to: MS SQL, Visual studio, IBM Websphere, MQHP SIM, IIS, DNS, AD, SAM, YAST2, YUM, ADMINTOOL, Spiceworks and many more.
- Support the build team with multiple redundant servers. Also maintained the Hudson build servers, and redhat based subversion server.
- Maintained the companied build/releases/break fix web site.
- Provide multivendor client/server support services on Intel, Itanium, PARISC, SPARC and Alpha systems, devices and peripherals.
- Perform analysis of functional and business requirements. Contribute to design activities and work closely with local management and global IT staff to design appropriate solutions to solve problems.
- Work independently and with little supervision; participate in IT reviews and provide status information to software development managers.
- Created a new windows 2008 active directory domain and DNS environment.
- Migrated 70+ servers to our new domain, including two storage clusters.
- Consolidated EVA clusters and migrated them from server 2003 to server 2008 R2.
- Instituted spiceworks monitoring and ticket management system.
- Increased internal bandwidth including new cabling and switches by 200%.

#### **Independent Contractor**

**10/2008-82009**

Recent work with Insight communications for systems relocation.

Kentucky State VFW <http://www.vfwky.org>

Others include: <http://www.stargazeobx.com>, <http://www.vfw1170.org>, and <http://www.weinsurephilly.com>

Major tools used: Magento eCommerce CMS, PHP, Flash, HTML, various scripting, Adobe CS3 + CS4 Linux and windows based hosted web servers.

#### **Surrex / Humana Corp., Louisville, Ky.**

**01/2008 – 10/2008**

##### **CCA Environment Administrator**

Humana Corp. is a leading provider of healthcare throughout the world. Corporate headquarters in Louisville, Ky.

- Maintained highest levels of uptime for critical Clinical Care Advantage web 2.0 application.
- Interact with internal business groups to adjust and roll out systems updates and fixes to further optimize usability and response time of the CCA application.
- Primary duties where production support.
- Created and updated production support reports monitoring end to end application performance.
- Primary tools, Windows 2003, IIS, COM+, Site Scope, Truesite monitoring, MS SQL 2005, CA Unicenter, Excel, PowerPoint, Load runner benchmark, Bomgar remote support utility.
- Hummingbird / X-serve interface.

#### **TRG Customer Solutions, King of Prussia, Pa.**

**06/2007 –12/2007**

##### **Systems Engineer**

TRG Customer Solutions provides end to end call center sales and support. Truly a world wide company with various locations including: U.S., Pakistan and the Philippines.

- Maintained highest levels of uptime for critical data center business services of Western Region, primarily Windows 2003 and Red Hat Linux clusters (RHCS) and servers in multi-domain environment across several locations.
- Microsoft Exchange 2003 Administrator including Blackberry enterprise server.

- Information's Systems auditing.
- Disaster Recovery Planning and Business Continuity Planning.
- Key member of Enterprise Windows 2003 team, responsible for reviewing existing systems, identifying issues relating to Windows 2003 Active directory and group policies, implementation, and developing recommendations. Tier III support.
- Storage management (HP / EMC SAN)
- Performance measurement, tuning, optimization, various scripting, cluster services and load balancing of Windows 2003, exchange and Linux based servers.
- Shavlik NetChk Systems patch management
- Effectively handled client updates and inquiries in a friendly, professional manner.
- Handled server/virtual server configurations.
- Troubleshooting and networking activities.

Primary skills used: Windows 2003, MS Exchange 2003, BBES, IIS, COM+, Site Scope, Truesite, MS SQL 2005, Oracle 9i, DB2, CA Unicenter, Load runner, utility MS cluster services Group Policy, All active directory elements. Red hat cluster services, MS SQL

### **PROTECH SOLUTIONS, Princeton, NJ      05/2006 - 05/2007**

#### **Systems Engineer**

Protech solutions is part of a joint applications development for the state of New Jersey Child support system.

- Led team of 3 to build active directory domain from scratch at our new location.
- Implemented and managed Avaya Phone system.
- Developed and installed in house surveillance system.
- Developed and completed a systems site survey report for the state encompassing all 46 counties and sub stations.
- Tier III server, desktop and phone support.
- Hummingbird / X-serve interface.
- Utilized the EM7 Network site survey discovery system for the entire state of N.J. child support system. Completed a full systems schematic and presentation of existing network and upgrade proposals.
- Effectively handled client inquiries in a friendly, professional manner
- Handled server/virtual server configurations (VMWare).
- Administration and configuration of both Windows (Active directory) and Linux servers.
- Troubleshooting and networking activities

Primary skills used: Windows 2003, IIS, COM+, VB scripting, MS SQL 2000, Oracle 9i, DB2, Load runner, Group Policy, All active directory elements. Various Linux Distro's,

### **CYMPAK CORPORATION, Ft. Washington, PA      01/2006 – 04/2007**

#### **Lead System Architect**

- Major client system upgrades
- Enterprise wide conversion from Windows NT to 2003
- Systems integration to Mac/Windows/Novell/Linux
- Created systems analysis, reported issues and made recommendations for improvement.
- Systems support for many small to mid size companies.
- Handled client issues in a friendly, professional manner.
- MS Exchange administration.

### **MISI/INDEPENDENCE BLUE CROSS, Philadelphia, PA**

#### **Windows Server Systems Administrator**

- Provided tier III Active Directory and Print Server Administration
- Supported over 9,500 users

- Managed new and existing user shares and directory quotas
- Equipment and software included several HP server clusters, HP / EMC SAN, Veritas Storage Central
- Maintained several print servers
- Maintained HP OpenView Service desk trouble call tracking system.

**NDC HEALTH, Yardley PA**  
**Systems Engineer/Security**

**04/2001 – 08/2005**

- Managed and provided support for Windows Servers, phone systems, VPN / RSA admin. security systems, Oracle 8, CA Unicenter, VB scripting, computer hardware and software inventory.
- Provided end user support for 70 user local offices and one remote 20-user office
- Additionally supported 25 remote users.
- Microsoft Windows NT, Windows 2000, 2003 Administration
- Provided Outlook/MS Exchange e-mail administration
- Handled remote installs, control and inventory by utilizing SMS
- Supported, monitored and maintained company's internal network operations, including installation, configuration and maintenance of telecommunication systems.
- Provided 24/7 support for critical outages
- Documented hardware and software infrastructure.
- Supported help-desk operations
- Hummingbird / Xserve interface.
- Identified and validated customer requirements.
- Project Manager for Windows/Office 2000 platform upgrade.
- Successfully planned and implemented project and migration for 70 users (located in Chicago) to Windows 2000 Professional/Office 2000 Professional four months ahead of schedule.
- Successfully implemented Windows XP Pro/Office 2003 upgrade ahead of schedule.
- Designed, developed and implemented Intranet Desktop support website. Handled training for use of this website.
- Posted various documents for self-help, reducing the workload for the desktop services staff.
- Posted company policies on various desktop support related issues.
- Developed and posted directions to help end users troubleshoot issues.

**THE HENNESSY GROUP, Yardley, PA (Consultant)**  
**Software Support Technician**

**07/2002 – 07/2004**

- Managed and provided software support by installing and troubleshooting Windows and Microsoft Office applications.
- Managed TCP/IP Internet applications, Recruitmax, Dell and Compaq desktops, laptops, file server, backup equipment and HP Printers
- Managed Microsoft Windows NT, Windows 2000 & 2003, Exchange Administration, Outlook/MS Exchange e-mail administration.
- Exchange 5.5 – 2003 conversion.
- Handled new server builds and upgrades.
- Supported help-desk operations.
- Identified and validated customer requirements.
- Supported multiple operating systems (Windows 95, 98, NT 4.0 upgrades).
- Planned and implemented project and migration to Windows 2000 Professional/Office 2000.
- Managed and implemented Windows XP upgrade and rollout.
- Maintained company's website ([www.thehennessygroup.com](http://www.thehennessygroup.com))

**ARC/PECO ENERGY (an Exelon Co.)**  
**Lead Installer**

**08/2000 – 03/2001**

- Upgraded and supported desktops with latest application software, electronic mail systems, internet software and operating systems.
- Installation of all software and hardware included within the scope: Windows 2000 Pro, Office 2000, IE5 and Ethernet network upgrade.

## **ECHO COMPUTER SYSTEMS**

**01/1997 – 08/2000**

### **Lead Technician**

- Provided desktop support for a variety of client platforms including DOS, VFW, Windows, NT and Windows 95/98 on Windows NT networking platform user with environments ranging from 200 to 2000+.
- Installed, serviced, and administered networks and Internet servers.
- Designed and implemented Internet websites.
- Designed, purchased and built computer workstations and servers.