Edward Putt Jr.

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Overview

I started my IT career as a web and application developer over 20 years ago, working with Cold Fusion and MS SQL. Eventually, I transitioned to becoming a Windows Systems Administrator and gained experience with various technologies such as VMware ESX, Hyper-V, Windows Server (2003-2019), Active Directory, GPOs, Dell tape libraries, MS Exchange, O365 Administration, MS SQL, CommVault backups, SharePoint, iSCSI SANs, SCSI arrays, DHCP, DNS, and more. I have designed and implemented solutions using VB, PowerShell, MS Access, SharePoint, VB.Net, Cold Fusion, and batch files, for process improvements through product purchases and in-house development.

Throughout my career, I have also provided helpdesk support, from assisting with user computer issues to resolving enterprise-level problems with external technical support. I have maintained policies and standards to ensure efficient and effective work.

I have experience with Azure administration and Office 365 administration. My dedication to providing quality support and commitment to success make me a valuable asset to any organization.

Skills and Experience

Administrative: Active Directory, Azure Servers, DHCP, DNS, Hyper-V (2008 and 2012), IIS 5-8, MS Exchange 2000-2013, MS SQL Server 2000-2014, Office 365, Windows 2000-2019, Windows Clustering
Backup: Acronis, Altaro, Backup Exec, CommVault 3-10, Microsoft Azure backup Server, Veeam, Windows backup
Databases: File Maker Pro, MariaDB, Microsoft Access, MS SQL 2000-2014, MY SQL
Office Applications: Access 97-O365, Excel 97-O365, MS Outlook 97-O365, PowerPoint 97-O365, Project 98-2013, Visio 2013, Word 97-O365
OS: VMware vSphere 3.5-6, Windows 2000-2016, Windows Small Business Server 2008-2011, Windows XP-10
Programming: AJAX, Cold Fusion, CSS, DOS batch, HTML, JavaScript, PHP, PowerShell, Transact SQL, VB.net, VBScript
Storage: DROBO, EqualLogic, PowerVault 3000i and MD1000, Synology
Miscellaneous: Adaxes, FootPrints, Identity Finder, Kbox 1000, Service Now, SharePoint 2013, MS SQL 2005 Reporting Services

Development

Bin Database Pro   **Website:** https://bindbpro.com   **April 2022**

Bin DB Pro is an inventory management system I designed and created for Precisionprep.net, an e-commerce store, over a 2-year period. The web application, which runs on a Linux server with MariaDB and PHP, is specifically tailored for sellers who use eBay, Walmart, Amazon Merchant Fulfilled, and other inventory-intense platforms. It helps to organize inventory, costs, and expiration dates, maximizing efficiency for its users. The application was completed by an external developer who used Laravel framework for the final design. The system uses Stripe as an online payment processing solution.

Work Experience

Windows Administrator - (Remote) Jan 2021 - Current
Contractor: Tek Systems, Inc
Company: Ingles Markets, Inc., Asheville, NC

- Participated in special projects including user AD information cleanup for 3200+ users and server AD object relocation
- Managed and monitored all installed systems and infrastructure using Nagios alerts
- Created PowerShell and Adaxes scripts for reporting and monitoring
- Diagnosed and troubleshot technical issues

- Installed, configured, tested, and maintained operating systems, application software, and system management tools, mainly VDI.
- Built, decommissioned, and set up servers through templated requests.
- Administered Office 365 and Exchange Online, including licensing, mail flow, and mailbox compliance.
- Completed tickets through Service Now.
- Scheduled and performed Windows server updates with POC.

Infrastructure Analyst: (Remote) Mar 2020 - Dec 2020
Contractor: Computer Aid, Inc - (9 Month Contract)
Company: Pixelle Specialty Solutions, Spring Grove, PA (US)

- Managed Windows Server systems across multiple locations and environments (VMWare, Physical, and Azure)
- Supported, configured and improved server and infrastructure processes to ensure high levels of performance, availability, and security
- Analyzed and resolved technical issues in real-time
- Automated regular processes, tracked issues, and documented changes
- Handled Office 365, Exchange, and Azure servers
- Created PowerShell scripts to improve operations and complete tasks
- Installed, troubleshooted and configured Sophos rules
- Set up backups in Microsoft Azure backup Server
- Created documentation for processes and procedures as needed

Systems Operational Acceptance Tester: Feb 2019 - Dec 2019
Contractor: Computer Aid, Inc. (11 Month Contract)
Company: DHL Supply Chain, Mechanicsburg, PA (US)

- Conducted operational acceptance testing (OAT) and assisted with server migrations for a new consolidation project encompassing approximately 400 servers
- Administered second-level server support for file/folder activities
- Provided active directory content support/security on servers and participated in migration projects
- Acted as a consultant on projects and provided advice to users about available products and services

Systems Engineer: Sep 2017 - Feb 2019
Contractor: Dataquest
Company: PennDOT, Harrisburg, PA

- Administered servers and applications on Windows 2003, 2008 R2, and 2012
- Troubleshot server issues and performed general maintenance as needed
- Monitored and supported over 30+ applications and web applications, including SharePoint, WebSphere, Domino, and IIS
- Utilized VMware for server support
- Interacted with different departments, vendors, and clients to provide services as needed
- Updated Windows servers from 2008 R2 to 2016
- Updated and created documentation as needed

Tier 4 System Engineer: Oct 2015 - Sep 2017
Company: Global Data Consultants, Mechanicsburg, PA

- Managed and maintained technology standards, processes, and procedures for client's infrastructure, including installation and servicing of systems and products
- Designed, installed, and maintained VMware and Hyper-V environments and provided remote and on-site support services for existing accounts, resolving problems and directing activities necessary to keep the technology infrastructure running seamlessly

- Troubleshot and repaired issues with various industry-specific software applications, servers, workstations, network printers, both wired and wireless LANs, firewalls, and antivirus/malware software for both Windows and Mac systems
- Conducted proactive remote monitoring of client environments based on service contracts and established service by studying system requirements, ordering and gathering components and parts, completing installation, and performing acceptance tests
- Documented service and installation actions performed, maintained rapport with customers, recommended system improvements, and worked closely with CIO and Business Analysts to support requirements

Windows Systems Administrator: Apr 2015 - Oct 2015

Contractor: 4ci Consulting - Deloitte (6 Month Contract)

Company: Pennsylvania Department of Human Services, Harrisburg, PA

- Administered servers and applications on Windows 2003, 2008 R2 and 2012
- Troubleshot and monitored web applications, including Microsoft IIS 7.0+ and Microsoft .NET 2.0, 3.0 and/or 4.0
- Administered Active Directory and utilized VMware for server support
- Configured commercial off-the-shelf software, including Corticon, Adobe LiveCycle, BizTalk, and WebMethods
- Migrated servers from MS Windows Server 2003 to MS Windows Server 2008 R2 or 2012
- Responded to Tier 2 server and application issues and resolved Helpdesk issues
- Reviewed notifications of server maintenance or outages and integrated as part of a customer-facing role with the customer's team.

System Administrator/Data Analyst: Oct 2013 - Oct 2014

Contractor: E & E IT Consulting Services Inc. (1 Year Contract)

Company: Pennsylvania Department of Education, Harrisburg, PA

- Daily checklist completion and saving for historical audits
- Responding to user requests for account issues and resolving Helpdesk issues
- Using system services console for specific systems operation and verifying specific services are running
- Updating server documentation and reviewing notifications of server maintenance or outages
- Auditing information based on documented procedures and monitoring applications per specifications
- Updating documents to website landing pages and modifying Hosting Solution Engine as needed (clustered web pages server)

System Administrator/Data Analyst: Aug 2005 - Sep 2013

Company: Office of Vice President of Commonwealth Campuses, Penn State University, University Park, PA

- Installed, configured, analyzed, and maintained IIS and SSL certificates
- Configured FTP sites through IIS and performed server log analyses for VMware, IIS, windows server, desktop, and CommVault
- Designed, installed, set up, maintained, and managed a VMware 4 vSphere Environment with 3 physical servers and two physical locations
- Provided Helpdesk activities, including CRM use, hardware and software installation, troubleshooting, and consulting with staff, faculty, VPs, and deans
- Designed, installed, set up, maintained, and managed 15 virtual Microsoft Windows 2003 servers and critical services such as DNS, DHCP, Exchange 2003, IIS, CommVault, and FootPrints CRM
- Utilized Active Directory, Windows File Servers, Windows Print Servers, DHCP, DNS, and Exchange 2003 server to provide a safe, secure, and usable work environment
- Implemented backup solutions using Windows Shadow Copy, CommVault, and DoubleTake for VMware to provide a disaster recovery-friendly environment
- Researched, purchased, installed, set up, maintained, and managed setup, troubleshoot, install, and support of 20+ executive-level users' laptops
- Scanned and removed personal identifiable information using Identity Finder

- Automated administrative tasks using GPOs, batch files, VB script, or self-created programs
- Designed, purchased, installed, set up, maintained, and managed a multi-LUN iSCSI Dell SAN.

Senior Microcomputer Systems Consultant: Aug 2003 - Aug 2005

Company: College of Information Sciences and Technology, Penn State University, University Park, PA

- Migrated from sub-domain in Engineering Active Directory to separate Active Directory Domain
- Installed, setup, maintained, and managed 40+ Microsoft Windows 2000/2003 servers including DNS, DHCP, Exchange 2000, and IIS
- Automated creation and management of Student Classroom Accounts, Database, and Website using Data Warehouse, SQL, VB script, and Cold Fusion
- Installed multi-terabyte file server clusters using Windows Clustering Service and SCSI RAID
- Provided helpdesk support for hardware, software, installation, troubleshooting, and consulting
- Maintained and operated audio-visual equipment in IST building for events and daily operation

Support and Training Specialist: Aug 2001 - Aug 2003

Company: World Campus Helpdesk, Penn State University, University Park, PA

• Supported Microsoft SQL 2000 servers and Cold Fusion Servers

• Enhanced, refactored, and redesigned web-based CRM solution using CFM/SQL for the World Campus Helpdesk

• Provided technical support for students in online courses at the World Campus

• Designed and implemented a chat application that merged with the CRM using externally made chat software, Cold Fusion, and SQL 2000

Education

Clearfield High School

1993, High School Diploma, Clearfield, PA, US

References

Dean Schutte - Manager

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