

## OVERVIEW

With 15 years of experience, I have guided my career toward being a Windows Systems Administrator through various positions where I have designed, purchased, installed and maintained various solutions such as; VMware ESX, Windows Server, Active Directory, GPOs, Dell tape libraries, MS Exchange, MS SQL, CommVault backup, SharePoint, iSCSI SANs, SCSI arrays, DHCP, DNS and more. I have designed and implemented various solutions that gave process improvements through product purchases and in-house development using PowerShell, MS Access, SharePoint, VB.Net, Cold Fusion, and batch files.

A large part of my responsibilities has been as a helpdesk technician along side of those positions. My helpdesk experiences range from primary user computer issue to spending hours on the phone after hours with outside technical support to solve enterprise level issues. While being in these positions I would adhere to, correct, change and create policies or standards to ensure all work was done correctly and efficiently.

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## SKILLS & ABILITIES

### Administrative

Active Directory, DNS, DHCP, IIS 5 - 8, Macromedia Cold Fusion (4-MX 7), MS Exchange 2000 - 2013, MS SQL Server 2000-2014, Windows 2000 -2012 R2 Server, and Windows Clustering

### Storage

PowerVault 3000i and MD1000, Synology, EqualLogic and DROBO

### Switches, Routers, Firewalls

SonicWall, 3Com, Cisco switches and ASA, Netgear, and Linksys

### VOIP

Mitel 5000

### Operating Systems

Windows 2000-2012 Server R2, Windows Small Business Server 2008 - 2011, Windows; XP - 10, Mac OS X, and VMware vSphere 3.5 – 5w

### Programming

PowerShell, VB.net, VBScript, DOS batch, Transact SQL, Cold Fusion, CSS, HTML, JavaScript, PHP, and AJAX

### Office Applications

Access 97-2012, Excel 97-2016, MS Outlook 97-2016, PowerPoint 97-2016, Word 97-2016, Project 98-2013, and Visio 2013

### Databases

MS SQL 2000-2014, MY SQL, Microsoft Access, File Maker Pro

### Backup

Acronis, Veeam, CommVault 3-10, Backup Exec, Windows backup,

### Miscellaneous

MS SQL 2005 Reporting Services, SharePoint 2013, Kbox 1000, FootPrints, Identity Finder.

### Security Clearances

TSA Clearances

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## ROLES HELD

Active Directory Administrator	Infrastructure Designer
Backup Administrator	MS SQL Administrator
Cold Fusion Administrator	SAN Administrator
CRM Administrator	SharePoint Administrator

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Desktop Support	Storage Administrator
DHCP Administrator	VMware Administrator
DNS Administrator	Windows Systems Administrator
Help Desk	IIS Administrator

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## EXPERIENCE

T4 SYSTEM ENGINEER – GLOBAL DATA CONSULTANTS – PA – MECHANICSBURG– 17055

9/2015 – Current

- Managing and maintaining technology standards, processes and procedures for client's infrastructure.
- Installing and servicing systems and products.
- Providing primarily remote and onsite support services to existing accounts by analyzing work orders, investigating service tickets, conducting tests, and resolving problems.
- Directing activities necessary to keep the technology infrastructure running seamlessly.
- Proactive remote monitoring of client environments based on services outlined in individual contracts and in concert with external providers.
- Troubleshooting and repairing problems issues with:
  - Various Industry specific software applications, Servers, Workstations, Network printers, Local Area Networks (LAN) both wired and wireless, Firewalls, and Antivirus/Malware Software
- Establishes service by studying system requirements; ordering and gathering components and parts; completing installation; performing acceptance tests.
- Documents service and installation actions performed by completing forms, reports, logs, and records in an accurate and timely manner.
- Maintains rapport with customers by examining complaints; identifying solutions; suggesting improved methods and techniques; recommending system improvements.
- Consistently and accurately log all hours and activities with detail in order to bill clients.
- Works closely with the CIO and Business Analysts in the definition, testing, training, implementation, and support of requirements

WINDOWS SYSTEMS ADMINISTRATOR – DELOITTE – PA – CAMP HILL – 17011

3/2015 – 9/2015 (*6 Month Contract*)

- Administer servers and applications on Windows 2003, 2008 R2 and 2012
- Troubleshooting and monitoring web applications Microsoft IIS 7.0+ and Microsoft .NET 2.0, 3.0 and/or 4.0
- Administer Active Directory as needed
- Request Firewall Changes per requests
- Respond to Tier 2 Server and Application issues
- Configuring commercial off-the-shelf software; Corticon, Adobe LiveCycle, BizTalk, and WebMethods
- Integrate as part of a customer-facing role with the customer's team and be a resource as needed
- Migrate servers from MS Windows Server 2003 to MS Windows Server 2008 R2 or 2012
- Resolving Helpdesk issues
- Review notifications of server maintenance or outages

## FREELANCE INDEPENDENT CONTRACTOR– SELF EMPLOYED

10/2014 – 03/2015

## SYSTEM ADMINISTRATOR/DATA ANALYST - PENNSYLVANIA DEPARTMENT OF EDUCATION – PA – UNIVERSITY PARK – 16802

10/2013 – 10/2014 (*1 Year Contract*)

- Complete daily check list and save for historical audits
- Respond to user requests for account issues
- Use system services console for specific systems operation
- Verify Specific services are running
- Resolving Helpdesk issues
- Updating server documentation
- Audit information based on documented procedures
- Review notifications of server maintenance or outages
- Monitor applications per specifications
- Modify Hosting Solution Engine as needed (clustered web pages server)
- Update documents to website landing pages.

## SYSTEMS ADMINISTRATOR - VICE PRESIDENT OF COMMONWEALTH CAMPUSES / PENN STATE UNIVERSITY – PA – UNIVERSITY PARK – 16802

7/2005 – 09/2013

- IIS installation, configuration, analysis, SSL Certificates and maintenance.
  - Configuring FTP sites through IIS.
  - Server log analyses for VMware, IIS, windows server, desktop and CommVault
  - Designed, purchased, installed, setup, maintained, and managed a VMware 4 vSphere Environment with 3 physical servers and two physical locations.
  - Helpdesk activities; CRM use, hardware, software, installation, trouble shooting and consulting with staff, faculty, VPs and deans.
  - Designed, installed, setup, maintained, and managed 15 virtual Microsoft Windows 2003 servers.
  - Installed, setup, maintained, and managed; DNS, DHCP, Exchange 2003, IIS, CommVault, FootPrints CRM and other critical services.
  - Utilized; Active Directory, Windows File Servers, Windows Print Servers, DHCP, DNS and Exchange 2003 server to provide the users a safe, secure and useable work environment.
  - Used Windows Shadow Copy, CommVault and DoubleTake for VMware as backup solution to provide a disaster recovery friendly environment.
  - Designed, purchased, installed, setup, maintained, and managed a multi LUN iSCSI Dell SAN.
  - Researched, purchased, installed, setup, maintained, and managed setup, troubleshoot, install, and support 20+ laptops of executive level users.
  - Personally Identifiable Information scanning and removal using Identity Finder.
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- Automation of administrative tasks using GPOs, Batch files, VB script, or self-created programs.

SENIOR MICROCOMPUTER SYSTEMS CONSULTANT - COLLEGE OF INFORMATION SCIENCES AND TECHNOLOGY / PENN STATE UNIVERSITY – PA – UNIVERSITY PARK – 16802

7/2003 – 7/2005

- Instrumental in migrating from a sub-domain in the Engineering Active Directory to our own separate Active Directory Domain.
- Install, setup, maintain, and manage approximately 40+ Microsoft Windows 2000/2003 servers. Including DNS DHCP Exchange 2000, IIS and other critical processes.
- Automated creation and management of Student Classroom Accounts, Database, and Website for each IST student using the Data Warehouse, SQL, VB script, and Cold Fusion.
- Install several multi-terabyte file server clusters using Windows Clustering Service and SCSI RAID.
- Helpdesk activities; hardware, software, installation, trouble shooting and consulting with student, staff, faculty, and deans.
- Maintain and operate all the audio visual equipment in the IST building, including the Cyberitorium and touch screen plasmas, for events and daily operation.

SUPPORT AND TRAINING SPECIALIST - WORLD CAMPUS HELPDESK / PENN STATE UNIVERSITY – PA – UNIVERSITY PARK – 16802

7/2001 – 7/2003

- Support and design Microsoft SQL 2000 servers and Cold Fusion Servers.
- Enhance, refactor and redesign web-based (CFM/SQL) CRM solution for the World Campus Helpdesk.
- Support students for the World Campus for computer related problems for their online courses.
- Lead, manage, design and implement a chat application that merges with the CRM using externally made chat software, Cold Fusion, and SQL 2000.

## EDUCATION

Clearfield High School      Clearfield, Pa      1993

## TRAINING

COURSE	INSTRUCTOR	WHEN
Project Management: skills for success	Learning Tree	2013
SANS Security 546 – IPv6 Essentials	Learning Tree	2011
343G – Deploying and Managing Windows 7	Learning Tree	2010
VMware – VMware Infrastructure 4: What's New	Penn State	2009
MS 2830A - Designing Security for MS Networks	Penn State	2008
Leaning Tree 599 – Securing Windows 2003 Server	Penn State	2007
VMware – VMware Infrastructure 3: Install and Configure	Penn State	2007
Aspect Security - Developing Secure Web Applications	Penn State	2006
MS 2559B - Programming with Microsoft Visual Basic .NET	New Horizons	2005

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MS 2072A - Administering MS SQL Server 2000 Database	New Horizons	2003
MS 2073A - Programming a MS SQL Server 2000 database	Micro Endeavors, Inc.	2003
Advance Cold Fusion Development	WinMill Software	2001
Fast Track to Cold Fusion	WinMill Software	2000
Various online courses through Penn State web based training including but not limited to; C#, Server Clustering, MS Server 2000, VBScript, and Project 2003		

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## REFERENCES

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