

OBJECTIVE

Mid to senior level position providing enterprise level administration and systems management support.

SUMMARY OF QUALIFICATIONS

- Recognized for ability to manage multiple tasks and to initiate and implement key projects that support a strong business need.
- Strong leadership skills with proven ability to initiate ways of increasing team productivity, troubleshooting problems, and providing effective solutions.
- Productive self starter with strong work ethic and excellent communication, documentation and interpersonal skills.
- Proven experience in areas of customer service, user support, systems management, and network administration on multiple platforms and networks.

WINDOWS 2000/2003 MCSA/MCSE CERTIFICATIONS

- **70-210** Installing, Configuring, and Administering Microsoft Windows 2000 Professional
- **70-215** Installing, Configuring, and Administering Microsoft Windows 2000 Server
- **70-216** Implementing and Administering a Microsoft Windows 2000 Network Infrastructure
- **70-217** Implementing & Administering a Microsoft Windows 2000 Active Directory Services Infrastructure
- **70-218** Managing a Microsoft Windows 2000 Network Environment
- **70-221** Designing a Microsoft Windows 2000 Network Infrastructure
- **70-086** Implementing and Supporting Microsoft Systems Management Server 2.0
- **70-292** Managing and Maintaining a Microsoft Windows Server 2003 Environment (**2003 MCSA**)

PROFESSIONAL EXPERIENCES

WorldPay – 7/2010 – Present

Sr. Windows Systems Administrator

- Responsible for supporting the day-to-day administration of the corporate infrastructure and providing senior level system administrative support to the following disciplines:
 - Windows Server 2003/2008
 - Active Directory 2003:
 - Single Active Directory Forest
 - Centrify:
 - Deployment Manager
 - Direct Authority
 - Microsoft SQL Administration
 - SQL Server 2005 & 2008
 - Microsoft Cluster 2003 & 2008
 - Messaging & Collaboration:
 - Exchange Server 2003 Administration
 - Lync 2010 Design & Administration
 - Compaq Hardware Administration
 - Compaq C7000 Blade Chassis
 - Compaq BL Blade Servers
 - VMWare Administrative Support
 - Third party enterprise application support

Silverton Bank (Xpect SVC) – 6/2009 – 8/2009

Sr. Systems Administrator

- Replacement senior systems administrator responsible for supporting day-to-day banking operations and management of the following disciplines:
 - Active Directory 2003 hierarchy.
 - Lotus Notes messaging system.
 - Symantec Enterprise Vault

- Dell & HP Compaq server administration
- VMWare ESX 3.0 server administration.

Turner - TBS (Pyramid Consulting) – 1/2009 – 5/2009

Sr. Systems Administrator

- Responsible for supporting the day-to-day administration of the corporate infrastructure and providing senior level system administrative support to the following disciplines:
 - Active Directory 2003:
 - Single forest root, dual domain, hierarchy.
 - 40 domain controllers and 3 active directory sites.
 - 30000+ user and computer objects.
 - Exchange 2003:
 - 4-node active –passive bridgehead node cluster.
 - 4-node active-passive virtualized back-end node cluster.
 - Site specific public folder servers.
 - Site specific OWA front-end servers.
 - Symantec Enterprise Vault ver7.5 SP2:
 - 4-node active-passive archive server node cluster.
 - Site specific journaling servers.
 - Microsoft Operations Manager 2005:
 - Single administration and reporting server.
 - Assisted with administration of server infrastructure.
 - Assisted in alert creation and rules management.
 - Microsoft SMS 2003/ SCCM
 - Consulting feedback and assistance provided on site server infrastructure re-design.
 - SCCM virtual test-bed created to show proof-of-concept.
- Process documentation and root cause analysis.
- HP Compaq Blade & Proliant server hardware administration & troubleshooting.
 - C7000 Blade Chassis
 - BL460c & BL465c Blade Servers
 - Proliant DL360 & DL380
- Remedy ticket and change management system.
- 3rd Party Application Administration
 - Quest Spotlight on Active Directory
 - Quest Spotlight on Messaging
 - HP Systems Insight Manager
 - NetIQ DRA
 - Symantec Antivirus
 - Sonicwall Remote Analyzer

The Results Companies – Atlanta, GA – 7/2008 – 10/2008

Sr. Systems Administrator III

- Responsible for the day-to-day administration of a mixed Windows/Linux network infrastructure consisting of the following:
 - **Active Directory:**
 - Single forest hierarchy consisting of a single active directory site and 20 physical locations scattered across the US.
 - **VMWare:**
 - A combination of standalone VMWare ESX servers running versions 3.01 & 3.5.
 - Create and administer virtual machines.
 - **Linux:**
 - Physical and virtual member servers running various linux operating systems.
 - **SQL Server:**
 - SQL Server 2005 installation and administration on x32 & x64 bit platforms.
 - SQL Server 2005 two-node cluster installation and administration.
 - SQL Server 2005 database administration and management.
 - **WSUS:**
 - Two WSUS upstream servers with down-stream servers at each remote location.
 - Updates managed via group policy delegation.
 - **Exchange 2007:**
 - Single server configured with client access, hub transport, and mailbox roles.

- **SharePoint:**
 - Single Windows Sharepoint Services 3.0 server.
 - User and group account administration.
 - Departmental website installation and administration.
- **Storage:**
 - iSCSI target creation using the Microsoft iSCSI Initiator.
 - EMC Clarion CX3-20 iSCSI target creation and administration:
 - RAID group, LUN binding, and storage host creation via EMC Navisphere.
 - EMC Clarion administration and I/O management via EMC PowerPath.
 - AC&NC JetStore SATA 416iS iSCSI target creation and administration.
 - HP StorageWorks SB600c iSCSI target creation and administration:
- **3rd Party Application Administration:**
 - Random Password Manager.
 - ScriptLogic Active Administrator ver5.0.
 - Altiris Notification Server ver6.0, Helpdesk, and Deployment solutions.
 - Symantec EndPoint Protection and Backup Exec.

BCD Travel – Atlanta, GA – 4/2006 – 3/2008

Sr. Systems Engineer III – Active Directory / Architect / SMS Administrator

- Primarily responsible for the day-to-day administration and management of corporate Active Directory, SMS, Exchange, VMware, WSUS, and imaging infrastructures:
- **Active Directory:**
 - Administers multi-forest directory structure consisting of **2** forest roots and **3** trusted child domains:
 - **25** domain controllers and **18** Active Directory sites.
 - **600+** Windows Server 2003 w/SP1 servers.
 - **192** Windows 2000 Servers w/SP3-4
 - **300+** VMWare servers
 - **10000+** Computer Systems
 - **10000+** Users
 - **3000+** User Groups
 - **137** Group Policy Objects
 - Manages organizational unit (OU) topology.
 - Administers DNS, WINS, TCP/IP, and DHCP network services. This includes creating and managing DNS forward and reverse lookup zones, host records, and MX records.
 - Provides domain administration and account maintenance.
 - Creator and administrator of site specific group policy object (GPO) model hierarchy.
 - Administers mission critical client server applications and server hardware.
 - Project manager and lead on various active directory architectural re-design tasks to include:
 - Domain organizational unit topology redesign.
 - Active directory, share, group, and printer publishing.
 - Site link topology redesign.
 - Windows 2003 to 2003 domain migration.
 - Initiator of new ideas and technologies to promote proactive monitoring and overall total enterprise level administration:
 - Quest Spotlight on Active Directory.
 - Quest Domain Migration Suite ver8.
- **SMS:**
 - Administers single Primary SMS 2003 w/SP2 site server hierarchy w/SQL 2000 SP4 and **35** secondary site servers. Responsibilities include:
 - SMS site server administration and troubleshooting.
 - SMS client installation and deployment:
 - SMS Console
 - Group Policy
 - Batch file or VB script.
 - SMS client health troubleshooting:
 - SMS Client Health Monitoring Tool

- SMS Client Spy
 - SMS Client Center
 - Batch files & vb scripts
 - Software package creation and deployment utilizing:
 - SMS Installer
 - Flexnet Admin Studio 7.5
 - Batch files & vb scripts
 - Asset management, software metering, and inventory of all corporate software and hardware.
 - SMS & SQL based query creation.
 - 1e SMS Wakeup and SMS Nomad for wake on lan management and enterprise application deployment bandwidth throttling.
 - Microsoft deployment/BDD 2007 image applications to provide desktop and server image deployments. This includes:
 - Windows Deployment Services (WDS)
 - Automated Deployment Services (ADS)
 - Windows PE 2005 & 2.0
 - SMS Operating System Deployment Feature Pack (SMSOSDFP)
- **VMWare:**
 - Assists in administering 3.01 VMWare infrastructures. This included but wasn't limited to:
 - ESX server and storage hardware troubleshooting.
 - Utilizing virtual center to administer, create, and troubleshoot virtual machines.
- **WSUS:**
 - Single WSUS 3.0 Upstream server and **30+** downstream servers for deploying Microsoft Security Updates.
- Assists in monitoring and maintaining corporate enterprise server performance, system, and event logs.
- Assists in documenting new application or process installation and configuration procedures.
- Assists with on-call duties ensuring 24x7 support.
- Assists in administering and verifying tape media, data backups, and restores.
- Acts as subject matter expert and provides tier III level support for server, application, systems management, and network access related issues escalated from the help desk and field support services.
 - Server hardware maintenance, configuring, and troubleshooting.
 - File share creation and folder access.
 - Unattended application and package installation requests.
 - User email and mailbox management.
- Assists in managing, implementing and administering corporate Windows back-office system technologies:
 - Microsoft SMS 2003 w/SP1-2
 - Microsoft SQL 2000 w/SP4
 - Microsoft Exchange Server 2003 w/SP2
- Installs and administers Windows SharePoint Services 3.0
- Manages, implements and administers corporate 3rd party server applications:
 - Microsoft WSUS 2.0 & 3.0
 - Veritas Backup Exec ver10d
 - Solar Winds Network and Server Monitoring
 - 1e SMS Nomad & SMS Wakeup 5.0
 - Quest Spotlight on Active Directory ver6
- Responsible for utilizing various deployment utilities and scripts to test and release new technologies, hot fixes, security updates, and application packages.

Main Street Bank – Covington, GA – 12/2004 – 4/1/2006 (Resigned)

Sr. Systems Administrator III

- Bank officer and manager of Network Services and PC support departments and personnel.
- Responsible for providing 3rd level and on call 24x7 technical support for all PC and server related issues.
- Maintains corporate enterprise operations center, disaster recovery, and branch office location server systems:
- **Active Directory:**
 - Administers single forest and single domain hierarchy.

- Manages organizational unit (OU) topology.
 - Administers DNS, WINS, TCP/IP, and DHCP network services. This includes creating and managing DNS forward and reverse lookup zones, host records, and MX records.
 - Provides domain administration and account maintenance.
 - Creator and administrator of site specific group policy object (GPO) model hierarchy.
 - Operations Center Servers – 42 Servers Total
 - **15** Windows Server 2003 w/SP1 domain controllers.
 - Branch Office Servers – 27 Servers Total
 - **26** Windows 2000 w/SP4 Servers
 - **1** Windows Server 2003 w/SP1 Server
 - Disaster Recovery Site Servers – 5 Total
 - **2** Windows 2000 w/SP4 Servers
 - **3** Windows Server 2003 w/SP1 Servers
- **Exchange:**
 - Responsible for installing, configuring, operating, and maintaining corporate exchange 2003 w/SP2 front-end and back-end servers.
 - Responsible for backup and recovery of email accounts and server storage groups.
 - Installed and administered email applications including:
 - Blackberry 3.6 and 4.0 server.
 - Symantec Enterprise Vault v346.
- **SMS:**
 - Administers single Primary SMS 2.0 w/SP5 site server hierarchy w/SQL 2000 SP3 and **15** secondary site servers. Responsibilities include:
 - SMS site server administration and troubleshooting.
 - SMS client installation and deployment:
 - SMS Console
 - Group Policy
 - Batch file or VB script.
 - Software package creation and deployment utilizing:
 - SMS Installer
 - Batch files & VB Scripts
 - SMS client health troubleshooting:
 - SMS Client Health Monitoring Tool
 - SMS Client Spy
 - SMS Client Center
 - Batch files & vb scripts
 - Asset management, software metering, and inventory of all corporate software and hardware.
 - SMS & SQL based query creation.
- **VMWare:**
 - Provisioned and installed VMWare ESX ver3.01 server onto HP Blade BL20.
- **WSUS:**
 - Single WSUS 2.0 Upstream server and **15** downstream servers for deploying Microsoft Security Updates
- Manages corporate user, desktop and laptop systems:
 - **613** Total Users
 - Desktops & Laptops
 - **17** Windows 2000 w/SP4 Professional Client Systems
 - **650** Windows XP w/SP2 Professional Client Systems
- Manages, implements and administers corporate Active Directory and Windows 2000/2003 server and back-office system technologies:
 - Microsoft Windows 2000 w/SP4 & Windows Server 2003 w/SP1-SP2
 - Microsoft SMS ver2.0 w/SP5 & SMS 2003 SP2
 - Microsoft SQL 2000 w/SP3a & SP4
 - Microsoft Operations Manager 2000
 - Microsoft Exchange Server 2003 w/SP2
 - Microsoft Exchange Server 2003 OWA
 - Microsoft Live Communication Server (LCS) 2003
 - Microsoft Content Management Server 2002 w/SP1a

- Manages, implements and administers corporate 3rd party server applications:
 - Veritas Enterprise Vault ver6.0 w/SP1 Email Archiving & Compliance
 - VMWare ESX Server ver3.01
 - Veritas Backup Exec ver10 w/SP1
 - BlackBerry Enterprise Server ver3.6 & 4.0
 - BlackBerry client devices upgraded to ver4.0
 - Trend Micro Server Message Suite (SMB) ver3.0 Antivirus
 - Trend Micro AntiSpyware ver3.0
 - Servers Alive ver5 Network and Server Monitoring
 - Solar Winds ver8 Network and Server Monitoring
- Performed the following legacy application migrations:
 - NetVault backup migration to Veritas Backup Exec ver8.
 - McAfee ePolicy Orchestrator migration to Trend Micro SMB ver3.
- Provided tier III level support for PC and server related issues escalated from the help desk and support center.
- Acts as subject matter expert and provides tier III & IV level support for server, application, systems management, and network access related issues escalated from the help desk and field support services.
- Installs, configures, and provides support of all corporate mobile devices and software technologies.
- Responsible for the testing and release of new technologies to include installing, configuring, maintaining, documenting, and performing system integration testing of PC & server, utilities, hardware, and back-office systems.
- Researches and utilizes various tools, technologies, and methods for monitoring and enhancing the corporate infrastructure.
- Responsible for utilizing various deployment utilities, package, and creation methods to test and release new technologies, patches, security updates and application packages.
 - SMS Installer, Admin Studio, Wise Installer.
- Provides documentation and instruction on new procedures, application installs, network modifications, and server settings.

nuSolutions TS, LLC – Atlanta, GA – 2/2004 – 12/2004

Technical Consultant

- Network consultant hired to implement Windows Server 2003 and Small Business Server 2003 solutions and support for the following start-up companies:
 - Grove Street Partners
 - City Centre Properties, LLC
 - Madison Retail, LLC
 - Parklandscape Services, LLC
 - Newport Development, LLC
 - Corporate Holdings, LLC

Each company required the following:

- Created and managed project plans which detailed steps taken to implement solutions.
- Installed and configured Microsoft Windows 2003 Server and Small Business Server 2003, which included installing and configuring Active Directory, SQL 2000 Server, Exchange 2003 and DHCP network services.
- Configured HP Proliant G3 DL380 & ML350 servers with Microsoft Windows Server 2003, Enterprise Server 2003, and Small Business Server 2003, Veritas Backup Exec ver9.1 and Symantec Corporate Edition ver8.1/9.
- Configured and documented backup and disaster recovery procedures of active directory, exchange and sql databases.
- Installed and configured separate NetGear 10/100 Switches and Firebox III 700 & x700 Firewalls.
- Configured Dell Desktop and Laptop systems for single user network connectivity.
- Installed and configured HP network printers and plotters.
- Created and configured user, group and email accounts, group policy and mapped network drives.

nuSolutions TS, LLC – Atlanta Life Financial Group, Atlanta, GA – 8/17/2003 – 2/6/2004

Network Consultant

- Network consultant hired to assist in network administration and office personnel management.
- Managed user environment to include user accounts, desktops, printers and network operations.

- Managed active directory domain 2000 controllers and exchange 2000 mail servers.
- Utilized Veritas 9.1 for daily and weekly backups of file and exchange servers.
- Initiated and documented Windows 2000 to Windows 2003 server consolidation and domain migration procedures.
- Migration consisted of 1 site, 1 domain, and 26 users.
- Consulted and recommended Network Load Balance solution for new website and content management system (CMS) using Windows 2003 server and SQL 2000.
- Performed Microsoft SQL 2000 server builds and aided in MS Access database conversions.
- Aided in implementation of Cisco Call Manager and Wireless IP phone system.

Insight Global – Siemens Energy & Automation, Atlanta, GA – 4/14/03 – 5/20/03

Systems Architect

- System Architect hired to assist with Active Directory migrations and Terminal License Server project.
- Configured Windows 2003 Terminal License Server & Terminal Servers on Windows 2003 Enterprise server.
- Configured Windows 2003 Network Load Balancing service on Compaq Proliant Blade servers in data center.
- Utilized the Altiris Rapid Deployment Package software for deploying OS images across Windows 2003 NLB Compaq Proliant servers.
- Utilized Compaq Proliant Blade servers and Windows 2003 Terminal Server services to configure a centralized solution for terminal & kiosk users.

AGSI – Atlanta Gas Light Resources, Atlanta, GA – 11/27/02 – 2/7/03

Network Administrator – Migration Consultant

- Network Administrative consultant hired to assist with the corporate wide Windows 2000 and Windows XP Migration Project.
- Consolidated 9 sites and 2 domains, exchange servers, legacy services, and application servers from closing sites.
- Migration included a total of 5780 users, 6100 computers, and 117 servers.
- Designed and setup test lab for corporate site testing and documentation of actual deployment processes and application compatibility testing.
- Assisted in creating software distribution packages using both SMS and Windows 2000 Active Directory group policy.
- Utilized Active Directory to create and manage user, group and computer accounts.

WebMD, Atlanta, GA - 8/1999 – 3/2002

Network, Domain, and SMS Administrator

- Member of IT support team that provided network support on Windows NT 4.0, Windows 2000, Linux, and Solaris platforms to over 700 users and computers, 75 servers, and 50 groups.
- Assisted in Active Directory site layout and OU hierarchy design and implementation.
- Provided Group Policy implementation and management via Active Directory.
- Maintained, monitored, administered, and upgraded Compaq Proliant and Dell Power Edge enterprise corporate and production servers.
- Configured and assisted in administration of testing and QA environment using Windows 2000 Advance server clustering service on Compaq Proliant ML360 servers.
- Utilized and administered SQL 2000 for SMS administration, also assisted in installation and minimum administration of SQL 7.0 for QA environment.
- Utilized NetApp and Compaq rack mount storage arrays for corporate storage solutions.
- Assisted in setup of linux and Sun Solaris systems onto corporate network.
- Assisted in administration of McAfee and ePolicy Orchestrator enterprise virus solution in corporate environment.
- Managed and administered multiple Windows NT Enterprise & Active Directory domains utilizing various Microsoft support and resource kit tools.
- Utilized Microsoft and 3rd party tools to include SMS, Dameware, and Compaq Insight Manager for management of network processes, functions, and system resources.
- Provided support of internal IIS 4.0 & 5.0 web servers.
- Utilized visual basic scripting to perform domain level administrative functions. This included using group policy for script distribution.
- Utilized Windows Terminal server services for access and management of data center servers.

- Provided Exchange 5.5/2000 server support and administration.
- Provided support of backup and disaster recovery solution using Veritas Backup Exec 8.6 server, remote, and exchange agents.

SMS Administrator & Project Manager - 3/2000 - 3/2002

- Implemented and administered SMS ver2.0 & SQL 2000 into corporate & enterprise environments.
- Developed, designed, and distributed detailed project plans for corporate wide SMS implementation across multiple domains and corporate sites.
- Designed and setup test lab for corporate site testing and documentation of actual deployment processes and application compatibility testing.
- Designed SMS security policies, designated duties, and conducted training for support staff.
- Performed Database Consistency Checks and
- Documented all procedures and presented detailed status reports according to standard operation and change management procedures and guidelines.
- Distributed in-house, Microsoft, and 3rd party applications as software packages to corporate users and groups via the SMS Administrator console using the SMS Installer, Wise Installer, and Microsoft Installer service.
- Utilized SMS for management and optimization of corporate infrastructure through hardware and software inventory and reporting, establishing server weaknesses and providing necessary resolutions, managing SNMP agents, and for distribution of necessary server patches, hotfixes, and sw deployment.
- Utilized Altiris UNIX Inventory Solution application for obtaining inventory of Solaris & Linux systems.
- Utilized SMS Web Reporting and Crystal Reporting tools for creating status and inventory reports.

Domain Migration Administrator/Project Manager - 4/2000 – 3/2002
Desktop Support Technician - 8/1999 – 1/2000

Hewlett-Packard - 7/1996 – 5/1999

Technical Support Representative - 3/1997 – 5/1999

Customer Service Representative - 7/1996 – 3/1997

US Army

Sergeant, Combat Engineer, Team Leader, Desert Storm Veteran – 7/1988 – 12/1993

- Performed a wide range of general military and combat related duties.
- Served as Sergeant and Team Leader responsible for management of assigned personnel and equipment, implementing and enforcing policies and procedures, and individual training on documented procedures and practices.
- Served as team leader, heavy vehicle and armored personnel carrier driver during ground war missions in Operation Desert Storm.
- Tours of Duty included Wildflecken, West Germany; Dhahran Saudi Arabia; and Ft. Benning, GA. Honorable Discharge. A Desert Storm Veteran.

EDUCATION

Herzing College – Atlanta, GA
 Associates Degree Information Systems.

American Intercontinental University
 Bachelors Degree Information Technology (Incomplete)

REFERENCES

Available upon request.

