

John Smith

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Network Engineer / Infrastructure Architect

Highly skilled IT Professional with progressive career in both domestic and international environments. Demonstrated ability to prioritize and manage projects in a timely manner and on budget. Successful at implementing new systems and applications, and organizing effective launches. Able to adapt quickly to new environments, concepts and systems. Superior customer relations, problem solving and communication skills. Proven ability to assess customer needs and implement effective methods to deliver optimum results. Productive and results oriented in team and individual projects.

Technical Skills:

- Operating Systems: Novell 4.11, DOS, Windows 9x, XP, Vista, 7, NT/2000/2003/2008 Server & SBS
- Server Management Software: Microsoft VMM , Clustering, Microsoft SCE, WSUS, WDS
- Anti Virus Software: McAfee, Trend, Bitdefender, Symantec Endpoint
- Productivity Software: MS Office, MS Exchange, Sharepoint Services, 2x products
- Networking: TCP/IP, VLAN, Nortel Enterprise Switch Manager
- Backup Software: Veritas Backup Exec, Acronis
- Hardware: Cisco, Juniper, Nortel 55xx, iSCSI, HP, Dell and IBM Server and Desktop, Supermicro Server

Professional Experience

Volunteer, Ghost River Rediscovery, Calgary, Alberta (2010-Present)

- Providing day-to-day support for office staff and equipment.
- Providing SBS 2003 and network infrastructure support.

Accomplishments:

- Implemented disaster recovery processes.
- Reconfigured update services for servers, desktops and antivirus.

Network Engineer, IT Outsource LTD, Grand Cayman, Cayman Islands (2008-2009)

- Provided network support to clients in accordance with the terms of their existing service contracts.
- Secured new clients for network design/install upgrades and/or support contracts.
- Marketed and promoted all the services of IT Outsource and its associated companies.

Accomplishments:

- Implemented and managed new datacenter using clustered virtual servers.
- Tested and implemented new network infrastructure throughout entire building.
- Managed and implemented new client servers and infrastructure.
- Tested and implemented an in-house upgrade to SBS 2008.

Senior IT Analyst, Harmonic Funds Management, Grand Cayman, Cayman Islands (2007-2008)

- Managed the day-to-day running of Cayman office delivering first, second and third level support.

Accomplishments:

- Worked with Toronto office and 3rd party on roll-out of Riverbed WAN optimisation solution.
- Tested and implemented new PC deployment solution.

IT Analyst, Play.com, Jersey, Channel Islands (2005-2007)

- Directed all aspects of the business systems to deliver second and third level support.
- Managed day-to-day operations across 7 sites in Jersey.
- Implemented and maintained standard company infrastructure.