JOSEPH SCHMELTZER

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CONSULTANT | DIRECTOR OF IT | SENIOR NETWORK ENGINEER

A results-driven IT professional with broad experience in consulting, engineering, administration, and support of information systems for SMB and enterprise-level companies. In-depth expertise in planning, implementation, analysis, optimization, troubleshooting and documentation of LAN/WAN systems. MCITP and CCNA-equivalent hands-on technical experience and education. Proven ability to lead and motivate project teams to ensure success. Excellent interpersonal skills with all management and staff. Track record for efficiently diagnosing complex issues and delivering technical solutions with prompt reliability, attention-to-detail, and follow-through.

TECHNICAL EXPERTISE

Systems	Windows Server •-Exchange • RDS • Windows • Mac OSX • Hyper-V • VMware • Citrix
Hardware	Firewalls • Routers • Switches • Networking Topologies • On-premises and Cloud-based Backup Systems • Servers • Storage Arrays • Workstations • Notebooks • WiFi Systems • Printers and Peripherals
Applications	Extensive experience with software applications: client/server, local, and cloud-based.
Networking	LAN/WAN • VPN • Wireless • LDAP • DNS • DHCP • TCP/IP • SNMP • SMTP • FTP, RDP • Citrix

PROFESSIONAL EXPERIENCE

Second Son Consulting, Inc.   **1/2020 - Present**
Lead Project Engineer

Client-facing role with Tarzana-based IT consulting firm. Performing project architecture and implementation. Providing ongoing support services across a broad range of industries.

Advocate Technology Group, Inc.   **November 2010 – December 2019**
CEO / Director of Professional Services
Provided computer consulting, implementation, and support services to small-to-medium sized businesses and enterprise clients in sectors such as manufacturing, textiles, real estate property management, law firms, accounting, non-profit organizations, and medical offices. Managed staff of five consultants / senior and junior network engineers and worked alongside them onsite and remotely, managing each client's IT infrastructure. Line of business included Internet connectivity with failover, security including firewalls and endpoint protection, networking planning and engineering, Secure Wi-Fi, Servers (physical and Hyper-V), workstations, notebooks, remote access, local and cloud-based backup systems, on-premises to cloud migrations, and many types of software. Responsible for business development and ongoing management of business throughout tenure.

FPA Technology Services, Inc.   **June 2006 – November 2010**
Senior Network Engineer / Project Manager
IT consulting, project planning, installation, configuration and administration of Windows Servers. Effected ISP upgrades and changes. Provided outsourced management of SMB and enterprise clients' network infrastructures including Active Directory with multiple sites, network routers, switches, firewalls, hubs, NICs, site-to-site VPNs, and secure remote access. Conducted security audits and effecting multi-tiered strategy comprised of custom DNS configuration, hosted services for SPAM filtering, enterprise-level firewalls, per industry best practices. Professional onsite and remote support to management and staff.

Schmeltzer Consulting, Los Angeles, CA   **November 2002 – May 2006**
Consultant / Network Engineer / Desktop Support
Self-employed as computer consultant and technician to clientele comprised of law firms, small & medium-sized business and individuals. Windows-based (9x through XP Pro) systems support services, including consulting, installation and configuration, network management, security, data backup/restore, help desk management/staffing, and legal-specific application support. Onsite and remote support.

Klee, Tuchin, Bogdanoff & Stern   **November 2001 – November 2002**
Information Technology Manager
Technology manager in 35-node LAN environment with four servers, in a mixed OS environment: Windows 2000 Server, NT SBS, NT4, Citrix, Windows 2000 and Windows 98. Migrated e-mail system from primary authentication/storage server to a dedicated Windows 2000 Server Exchange 5.5. Duties included all aspects of network management and support.

Absolute Business Systems, Inc.   **September 1999 – November 2001**
Contract Employment: Network Technician / Desktop Support
New LAN implementation, upgrades, management, troubleshooting, configuration, optimization, and LAN/WAN & desktop support: Windows 9x, NT and 2000 systems. Technical support and computer consulting services including network administration, Microsoft Exchange migration, system configuration, troubleshooting, and system support.

Latham & Watkins   **July 1997 – August 1999**
PC Applications Specialist / User Support Manager
Network / Microsoft Exchange Administration. Senior support technician in 200-node LAN/WAN environment including Novell NetWare and MS-Windows NT). Office-wide rollouts of new OS versions/kept uniform desktop configuration. Provided second-tier technical support to help desk personnel. Implemented and supported all new hardware and software.

AdvoTech Computer Consultants   **June 1994 – July 1997**
Partner / Consultant
Provided technology implementation and support services to law firms. Worked with managing partner and designated staff to analyze and plan prospective network rollout. Prepared and delivered to vendors requests for proposals, with design specifications for each project. Reviewed each, negotiated with vendors and made purchasing recommendations to clients. Installation, configuration, training, and support of each network project implemented.

Cox, Castle & Nicholson   **February 1993 – June 1994**
Trainer / Desktop Support / Help Desk
Creation of custom software application training guides for all users, including hot-key shortcuts, tips and tricks. Conducted formal training classes for all attorneys and staff with respect to new and legacy software, including Novell NetWare, DOS, PC-DOCS, WordPerfect, ProForma, CompareRite, and others. Provided technical support to word processing department.

Cooley, Godward   **October 1992 – January 1993**
Senior Word Processing Operator
Advanced word processing for all litigation and corporate practice areas.

Andrews & Kurth   **November 1990 – September 1992**
Network Administrator
Network Administrator for 25+ node LAN, Server and workstation maintenance. Provided end-user training and support on Xerox STAR systems (predecessor to current Windows and MAC GUI). Managed backup/restore system. Systems administration of Macintosh LAN consisting of 12 nodes.

EDUCATION

Canoga Park High School – English, 1984
West Valley Occupational Center – Computer Science, 1985
Novell NetWare – CNE, 1994
Santa Monica College – Computer Science, English, Music, 1997
Ongoing Self-Study – Networking, Microsoft, Apple, SonicWALL, Cisco Meraki, Hyper-V, etc.