Estevan L. Román
Richardson, TX; 347.909.9938; eroman308@yahoo.com
www.linkedin.com/in/estevan-roman

EDUCATION

University of Texas at Dallas   August 2024
MBA, Business Administration
Baruch College of the City University of New York   February 2014
BA, History   **GPA 3.6**
Kingsborough Community College of the City University of New York   June 2010
AA, Liberal Arts

BUSINESS EXPERIENCE

Dallas **Housing Authority,** Dallas, TX

Director of Information Technology Resources June 2019 – Present
- Provide leadership, direction and guidance for the Information Technology Resources department ensuring the proper utilization of the Yardi Voyager, Rent Cafe, Microsoft Office 365 and Windows software and related programs and operations.
- Manage the ITR's helpdesk ticketing system to ensure technical support issues are remedied on time and correctly, provide L2/L3 escalation support for helpdesk and for infrastructure.
- Provide Systems Administration of VMware V-Sphere, Windows virtual machines, Active Directory, Microsoft 365, SAN space allocation, backup systems. Enable monitoring of program performance and productivity, directs the continuous improvement of the work outcomes; and assures the satisfaction of internal and external customers.
- Manage projects for the agency, including determining timelines, resource allocation, costs, ensuring completion of projects.
- Stay current in information technologies and ensures DHA systems and applications are maintained, upgraded and/or replaced based on the strategic plan. Determine which technologies would be most effective for the direction of the agency.
- Advise subordinates on personnel and operations issues, and coordinates their resolution; effectively addresses personnel issues in order to promote a productive work environment, and the effective development of department staff.
- Interpret DHA policies and procedures, advising personnel of effective strategies for resolving complex issues in providing Information Services.
- Assure effective communication of issues and strategies between appropriate departments and external agencies.
- Perform other duties as assigned or required.

LANSource, Plano, TX   March 2017 – June 2019
System Administrator/Network Engineer
- Provide systems, network administration and desktop support for local Dallas based Managed Services Provider to various clients throughout the Dallas-Fort Worth metropolitan area.
- Installing, configuring, managing and supporting Windows based client servers ranging from Windows Server 2003 Server 2016 as well as providing support for Windows based workstations ranging from Windows 7 through Windows 10
- Provide clients with remote and onsite based troubleshooting of submitted service calls
- Perform routine maintenance on clients' systems to ensure running at optimum efficiency and proactively prevent issues.
- Perform problem analysis and systems monitoring.

- Perform project work as needed for said clients such as installation of new servers, desktop rollouts, installation and configuration of network equipment such as Wi-Fi adapters, switches and firewalls.
- Service client line of business applications ensuring minimal downtime
- Perform network and security audits as well as testing system backups and restores.
- Act as liaison on behalf of clients to work with various vendors to warrant that new hardware or software implemented in the client's current infrastructure is suitable, reliable and in the best interest of the client's and not cause downtime or any loss of productivity
- Provide after-hours on call support when needed for supported clients
- Conduct research on emerging products, services, protocols and standards in support of systems software procurements and development efforts.

City of Rowlett, Rowlett, TX   November 2016 – March 2017
Systems Administrator
- Participate in and support capacity planning and the development of long-term strategic goals for systems and software in conjunction with end-users and department managers.
- Coordinate with network engineering, business application, and database administration functions to implement desktop and server systems that utilize industry best practices to meet corporate objectives.
- Deploy workstations, servers, printer, scanners, firewalls, encryption systems, and all hosts security systems.
- Manage all operating systems and end-user software.
- Manage communications and connection solutions, including workstation connectivity, local area networks, company Web site, intranet and Internet applications.
- Ensure integrity and security of enterprise data on host computers, multiple databases, and during data transfer in accordance to business needs and industry best practices.
- Manage input and output of hardware, including scanners, printers, network equipment, workstations and servers.
- Perform network and security audits as well as testing system backups and restores.
- Anticipate, mitigate, identify, troubleshoot, and resolve hardware and software problems on all working devices in the city's infrastructure. Escalate incidents as needed.
- Practice network asset management, including maintenance of network component inventory and related documentation and technical specifications information.
- Support application development teams throughout project lifecycles
- Analyze system, server, application, network and input/output device performance.
- Recommend, schedule and perform software and hardware improvements, upgrades, patches, reconfigurations and purchases.
- Create required reports in response to business needs.
- Participate in negotiations with vendors and contractors to secure software products and services.
- Develop, document, maintain policies, procedures, and associated training plans for system administration and appropriate use.
- Manage and/or provide guidance to junior members of the team.

Ettain Group, Dallas, TX   April 2016 – November 2016
Network Engineer
- Contracted as a Systems Administrator for MSP providing Systems Administrations support to their various DFW based clients.
- Assisted clients with remote and onsite based troubleshooting of submitted service calls
- Perform routine maintenance on clients' systems to ensure running at optimum efficiency and proactively prevent issues.
- Perform project work as needed for said clients such as installation of new servers, desktop rollouts, installation and configuration of network equipment such as Wi-Fi adapters, switches and firewalls.

MindShift, Dallas, TX   August 2014 – April 2016
Customer Engineer II
- Performed systems administration for Windows 2003/2008 Servers, SBS 2003/2008, Exchange 2003/2007/2010 servers, and XP, Vista, and Windows 7 workstations across multiple customers.
- Provided assistance to identify and troubleshoot Windows, mail delivery and network related problems.
- Maintained client security levels and confidentiality of information.
- Performed server and workstation updates and patches.
- Inputted and managed tickets through our PSA (Professional Services Automation) system.
- Collaborated with management and other staff to communicate client feedback & recommended to any problems.
- Collaborated with sales and professional service engineers to identify sales opportunities of benefit to clients.
- Positioned requires approximately one week of night and weekend on-call duties per quarter

Common Ground Community, New York, NY   May 2004 – July 2014
Senior System Administrator (January 2012 – July2014)
- Oversaw the technology infrastructure for 400+ staff, including SAN topology, email server, backups.
- Managed and supervise the help desk staff consisting of two PC/Network Administrators.
- Ensured that service providers and consultants are meeting service level agreements.
- Procurement of hardware, software and services from vendors.
- Lead team in completing multiple projects, including deployments, opening up of new company sites, creating backup and recovery policies.
- Created and update standard computer policies regarding hardware, software installations, security access to files, folders and applications, emailing, etc.
- Respond to elevated trouble tickets.
PC/Network Administrator (January 2006 – December 2012)
- Provided technical support for users' applications, programs and desktops.
- Install, configure and deploy Windows 7 desktops.
- Create new user Active Directory and email accounts.
- Configure and deploy new Windows 2008 servers with proper roles, including Active Directory, DHCP, DNS, and File Services.
- Setup and installed Remote Desktop/Terminal Services for use with virtual desktops.
- Create group policies for administering security settings, restrictions, desktop settings, firewall settings.
- Monitor backup systems.
- Assist in IT related projects.
PC/Network Associate (January 2004 – January2006)
- Provided technical support for users' applications, programs and desktops.
- Install, configure and deploy Windows XP desktops.
- Created new user Active Directory and email accounts.
- Configure and deploy new Windows 2003 servers with proper roles, including Active Directory, DHCP, DNS, and File Services.

TECHNICAL SKILLS
Tools: Windows 7-10, Server 2003 -2016, VMWare, Hyper-V, SANS, Symantec Backup Exec, Symantec Endpoint Protection, Kaspersky Endpoint Protection, SonicWALL, WatchGuard, Cisco ASA 5505, 5506, Reflexion Email, Active Directory, Azure, Group Policy, DNS, DHCP, Exchange Server 2007-2016, Microsoft Office 365, Remote Desktop/Terminal Services, MFC Printers, Spiceworks, What'sUpGold, Cisco ASA 5505, 5506, Kaseya, ConnectWise, Automate, Labtech, ShadowProtect, Veeam, Kaseya

CERTIFICATIONS
Microsoft Certified Solutions Associate - Server 2012 (MCSA) August 2018
Microsoft Server 2008 Network Infrastructure Configuration (MCTS) July 2010
Microsoft Certified Professional (MCP) April 2012
CompTIA A+ February 2002