

## QUALIFICATIONS

An innovative and resourceful IT professional with about ten years of experience in design, systems analysis, configuration, integration, and test. Capably produces top quality work; recognized for dedication, integrity, and diplomacy. Demonstrates exceptional analytical, planning, communication, and problem-solving skills including proven abilities in quickly learning and applying new concepts. Expertise encompasses client/vendor relations, project management, process improvement, and strategic planning. Possess extensive hands-on skills from past work experiences.

## CAREER HIGHLIGHTS

- Proven experience in managing up to 40 technical individuals in support of the company's technical operations at the Microsoft campus in Redmond, WA. Successfully managed the company's IT support operations deploying computer systems for new/relocated MS staff. Managed and reduced the PC trouble ticket queue to resolve issues within 24hrs. Developed technology plans to increase customer support coverage.
- Lead engineer for the system integration, configuration, and test including deployment to USPS site of a \$10M and \$15M custom 6- and 8-way VMS-cluster datacenter server with more than 6.5 terabytes of storage. Performed project management duties to meet the scheduled delivery to the customer sites due to an aggressive production schedule. Hands-on experience included integrating, testing, and configuring the system's hardware components with custom software installation and system performance tuning.
- Directed a Y2K update of Motorola's satellite test software in UNIX for the Iridium phone system at their Arizona facilities. Reduced the allocated software installation, configuration, and system test schedule by 50% allowing Motorola to meet its corporate deadline earlier than expected.
- Proven experience in implementation and coordination of various projects including proper communication to customer and management through meetings and presentations. Provided user inputs to successfully implement local server setup for CAD system to reduce network bandwidth limitations. Successfully written ISO9000 documents as technical reference for manufacturing technicians during mechanical assembly and system test.

## EMPLOYMENT PROFILE

### **Sub-Contractor, Computer/Network Services, TX & WA**

**2/2001-Present**

- Support desktop PC deployment to ensure proper hardware functions including network connectivity. Provided test lab server support which included equipment racking, cabling, network integration, and OS installation.
- Managed a crew of 3 to perform hi-speed internet installations including wireless network configuration and troubleshooting for small business and private individuals. Ensure internet connectivity to desktop computers whether Windows or MAC environments. Assist with setting up secure wireless network and any other email application such as Outlook/Outlook Express.
- Setup a local area network installing CAT5 cables and network switches with a broadband router to the cable modem. Built CAT5 cables to length installing RJ-45 connectors and wall plates.
- Contracting various jobs such as computer network installation, configuration, and computer/database support and maintenance within the UNIX and Windows OS.
- Performs computer repair and maintenance at customer's home, home office, and small business from desktop to server support including installation and configuration of wired and/or wireless computer networks. Provides consultation on hardware and software computer equipment and builds specific system configurations to meet customer needs.

### **Corporate Moving, Technical Services Manager, Redmond, WA**

**5/2005-4/2006**

- Managed up to 40 technicians including 24 outsourced personnel to successfully support Microsoft IT equipment within the main campus and co-location. Reported directly to the branch GM and provided inputs to properly set technical support goals for the customer.
- Scheduled an appropriate number of technicians on a day to day basis to meet varying support as required by the customer to move and/or deploy equipment to personal offices and lab spaces.

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- Hired and trained technicians to properly fulfill job duties effectively. Provided phone support to field technicians for more complex technical issues.
- Duties increased to maintain the customer's trouble ticket queue and reduced open tickets due to strong PC troubleshooting skills. Mentored field technicians for ways on improving customer support experience.
- Personally performed some field operations such as network connectivity support and reimaging of PC due to data corruption as well as email server connectivity issues.

## **Compaq Computer Corporation, Integration Engineer, Fremont, CA**

**11/1999-1/2001**

- Recruited to coordinate the relocation of the manufacturing facility from the East to the West Coast with minimal downtime to ensure the attainment of quarterly production quotas.
- Established proper system integration and test of complex custom enterprise servers, as well as storage system solutions for organizations such as AOL, Sandia and Lawrence Livermore labs, DoE, and Celera. Utilized components such as fibre channel, gigabit ethernet, SAN switches, and memory channel.
- Led a peer group in accurately resolving engineering discrepancies during mechanical/test assembly. Provided engineering support including hands-on training of production technicians to effectively reduce mechanical assembly and system test schedules.
- Achieved correct and proper clustering and/or system partitioning on high-availability servers, as well as build RAID configurations on storage systems ensuring a successful delivery/installation of custom servers. Install customer specific software set, setup admin accounts, and setup specific IP address to servers prior to system delivery. Oversee proper installation of Wireless Intelligent Network-Intelligent Peripheral servers for Telco customers.
- Created and/or rewrote server systems assembly and test documentation to support the manufacturing facility for ISO 9000 certification. Utilized same documentation to assist floor technicians during server production. Participated on every end of quarter production drive to complete/move product for shipping.

## **Lockheed Martin Space Operations, Test Engr./Computer Specialist, Sunnyvale, CA**

**4/1998-11/1999**

- Performed as configuration manager on the Low Altitude Demonstration Satellite (LADS) contract testing ground-based software for the system integration and test group using ClearCase from IBM (Rational Software).
- Wrote specifications and implemented a Windows programming and testing environment to reduce cost. Set up an internal test domain in Windows and created user accounts that enabled developers to access both Windows and UNIX databases. Utilized DNS/NFS in UNIX to provide connectivity to Windows.
- Supported and maintained the hardware-in-the-loop test lab, consisting of DOS/Windows and UNIX test systems, where satellite hardware and simulation software components were beta tested prior to release.
- Utilized an HTTP component of ClearCase to provide developers and management with access to test software and results through the web-based interface in lieu of paper copies. Built and maintained an internal website using IIS. Provided desktop support and training including writing documentation to help developers utilize the new Windows environment.
- Server support included reimaging of UNIX and DOS systems with proper OS versions including installation of system patches to enable compatibility between them during data sharing/transfers.

## **Lockheed Martin Astronautics, Design Engineer, Denver, CO**

**2/1996-4/1998**

- Promoted from Associate Engineer to design structural components on the Atlas IIAR launch vehicle primarily on the tank and main engine thrust cylinder. Supported the design of the test article to meet manufacturing requirements to allow structural testing. Provided MARS support of manufactured defects.
- Utilized SDRC I-DEAS, ProEngineer with analysis module, and CADD5 to develop 3D models, assembly installations, and prepare manufacturing drawings in compliance with ANSI Y14.5 standards.
- Provided engineering support to the manufacturing floor and traveled as a vendor liaison to investigate manufacture of first item components. Wrote BOM, ECN/ECO including drawing revisions as required.
- Designed with integrated product teams: fluids, thermal, and instrumentation group. Designed thermal system for main engine thrust cylinder and cable harness assemblies for the avionics/instrumentation group. Provided the manufacturing floor with first article design revisions and MRB/liason support.
- Assisted with IT personnel in troubleshooting network bandwidth issues required by new CAD software. Tested various solutions and gave input to IT about providing a local database server to remove any network issues when using the CAD software to retrieve CAD models for clearance simulations.

**Lockheed Martin Engineering and Sciences, Associate Engineer, Houston, TX** **3/1994-1/1996**

- Provided system engineering services for the International Space Station (ISS) assembly configuration and space shuttle docking operations. Coordinated with International partners such as the Russian Space Agency engineers to download engineering data through secure lines to perform system analysis.
- Simulated shuttle docking to ISS at various stages and presented clearance findings to the NASA program office. Utilized SDRS I-DEAS, AutoCAD, and Intergraph EMS to perform virtual 3D model analysis.
- Performed system administration on UNIX/PC/MAC workstations as required for engineering simulations within a production engineering simulation lab. Install patches and software upgrades as well as maintain hardware components and troubleshoot network connectivity issues between various platforms.
- Published web-based data books containing calculations for mass properties and aerodynamic properties using an Apache web server and made available to NASA analysts and partners via secure website.

**EDUCATION/CERTIFICATION**

Texas A&M University	Bachelor of Science in Mechanical Engineering
State of Texas	Passed the Engineer in Training Exam
Parametric Technology Corporation	ProEngineer Mechanical Design and Drawing
Compaq Computer Corporation	WIN IP Installation and Administration, IS-41 Prepay BOS
	Installation, TruCluster Configuration and Management
Franklin Covey	Project Management

**COMPUTER SKILLS**

Software/Technology	ClearCase, TruCluster, VMSCluster, LAN/WAN, VPN, TCP/IP, DHCP, SMTP, FTP, DNS, NFS, NAS, SCSI, RAID, Active Directory, IIS, Apache, Exchange, MSOffice, Visio, AutoCAD, I-DEAS, EMS, Photoshop, SS7, 802.11b/g
Operating Systems	DOS, UNIX(HPUX, IRIX, Tru64, LINUX), MacOS, OpenVMS, Windows
Platforms/Hardware	PC, Apple Mac, Hewlett Packard, Silicon Graphics, Compaq Alpha (Digital), Cisco, Telco
Languages	HTML, Basic, FORTRAN, UNIX Scripting, Perl