

MIKE LEKKARAKOS

31070 E Lake Morton Dr SE, Kent, WA, 98042 • 1 (253) 218-7191 • Mlekkarakos@gmail.com

Professional Summary

Methodical, versatile, and performance-focused professional, interested in pursuing a challenging career in the IT field to effectively utilize skills and knowledge. Skilled at diagnosing and troubleshooting system errors and other issues, as well as providing technical advice and support to clients to ensure highest level of satisfaction. Highly capable of working within stressful environments without compromising the quality of work and performance. Experienced DataCenter Technician with over 15 years of experience in Technical support services.

Skills

- Windows Server 2003, 2008, 2016
- Windows 7, 8, 10
- Microsoft Office
- Scripting - PowerShell
- Azure
- SharePoint
- Microsoft Hyper-V Virtualization
- VMware
- Services for Unix
- Ghost and WDS Imaging
- IP Services
- Enterprise technologies
- Disaster recovery operations
- Desktop Support
- Network Administration
- Network Troubleshooting
- Network architecture understanding
- Network performance monitoring
- Project Management
- DataCenter Administration
- IT best practice framework expertise
- Asset Management
- HPE Software - Virtual Connect Enterprise Manager, OneView, HP Intelligent Provisioning, Server iLO Management
- HPE hardware - Hyper Converged 250 Systems, Apollo Systems, Superdome, Blade Servers, Switches, Enclosures, ProLiant series Servers, HP 3PAR F-Class Storage System, HP D6000 Disk Enclosures, HP P2000 G3, D6000,
- Infrastructure solutions
- DataCenter network implementations
- Proactive and team player
- Organized and detail-oriented
- Strong troubleshooting skills
- Verbal and written communication
- Effective communication
- Excellent presentation skills
- Excellent communication skills

Work History

IT Consultant - March, 2019 to June, 2019

Thermal Equipment Inc - Puyallup, WA

- IT support for small business - problem solved issues with network, printers, laptops, phones, desktops, etc to insure 24/7 uptime.
- Created an online store/marketplace on companies website which improved sales.
- Developed and communicated Website usage, security policies and standards to all users.
- Updated network systems to support confidential company operation and eliminate hacking ability

DataCenter Technician - Network Engineer - January, 2016 to November, 2018

Insight Global at HPE - Bellevue, WA

- Created new concepts for site management to guarantee resolution of any difficulties and challenges at work
- Streamlined repair processes to ensure minimal downtime.
- Researched and identified problems with Servers and advised staff and clients on plans of action.
- Wrote reports on Racks statuses and maintenance jobs.
- Explained findings to customers and outlined repair or service options.
- Diagnosed and troubleshot problems, fixing and restoring machines to peak performance.
- Managed 14 42U Server racks
- Expertise Experience in various hands-on activities Unpacking, racking and stacking, railing, asset tagging, initial jumpstart of servers, install to designated racks, power connectivity, network connectivity, fiber connectivity from device to corresponding patch panel and PDUs.
- Assisted customers and account teams by providing Azure Stack technical expertise during workshops, POCs and other related activities
- Provided feedback to Microsoft and HPE lab organizations that helps improve and guide the Azure Stack product offerings and roadmap.
- Worked closely with technical staff to solve operational issues with our services, tools and infrastructure.
- Planned and implement system security configuration, to include access control host and client access, file permissions, and user accounts.
- Reviewed current systems and make technical/process recommendations for improving efficiency.
- Deployed, monitor and manage configurations for assigned HPE hardware - HPE Converged Systems for Big Data, HPE Apollo Systems, HPE Hyper Converged 250 Systems, HPE Integrity Superdomes and Azure Stack.

DataCenter Operations Technician - February, 2009 to November, 2015

Transcontinental Events - Tukwila, Washington

- Streamlined repair processes to ensure minimal downtime.
- Wrote reports on Racks and Servers statuses and maintenance jobs.
- Diagnosed and troubleshot problems, fixing and restoring machines to peak performance.
- Worked with HPE's teams across geographical locations for support-related activities.
- Helped design and implement advanced support of computing infrastructure including servers, storage, & operating systems.
- Performed racking of servers, network hardware, power, and cable management.
- Supported, monitored, tested and troubleshot hardware and software problems.
- Provided 24x7 on-call technical support.
- Deployed equipment in designated cabinet, rack, floor location
- Administered the removal of equipment from designated cabinet, rack, floor location, along with the assembly of equipment and components
- Supported network, server, platforms, mainframe, and storage maintenance and other activities
- Handled the loading of server and network OS and software configurations
- Installation and replacement of device cards, blades, and hard drives;
- Execution of appropriate RMA processes according to maintenance agreements;
- Rendered technical support in configuring and maintaining existing and new hardware in the data center

Senior Test Engineer - March, 2008 to August, 2009

VMC Consulting Corporation at Microsoft - Redmond, WA

- Assist in daily back-ups of around 200 Microsoft Learning Servers in several different buildings throughout Microsoft campus using Symantec Backup Exec 12.5.
- Help manage several Internal & External Domain accounts and security groups used by Microsoft
- Learning infrastructure. Also, managed Microsoft Learning Build Shares and Permissions.
- Responsible for the imaging process of lab servers and classrooms. Software used both WDS and Ghost.
- Deploy a Virtual Server Environment solution for easy P2V conversions using Windows Server 2008 64-bit, SCVMM 2008, and SCCMM 2008.
- Responsible for patch management of all servers.
- Administration of Folder Structures and Permissions of Source Depot.
- Servers used in the Microsoft Learning infrastructure:
- Domain controllers both Windows Server 2003 & 2008 Servers – DC, Internal DNS, WINS, etc.
- Windows Server 2008 with Hyper V and Virtual Server 2005 SP2 - hosts online tests and classroom VM's
- ISA 2006 Servers & managed switches as the firewall solution for External and Internal domains
- Configure and Manage Exchange Server 2007 SP1 64bit, SharePoint Server 2007, Monitoring Server using MOM and Dell Management Solution, WDS, RIS, and Ghost imaging servers, Rainbow Servers, SQL Server 2008
- Backup Servers – using Symantec Backup Exec

Infrastructure Manager - April, 2007 to August, 2008

Transcontinental Events at Microsoft - Redmond, WA

- Plan and design the organization's LAN network infrastructure for MIW (Mobile Information Worker) group at Microsoft for System Center Mobile Device Manager (MDM) environment.
- Responsible for configuration of 21 new HP Servers and the installation of System Center Mobile Device Manager 2008 (SCMDM) which includes the following Servers: MDM Gateway Server, MDM Device Management Server, MDM Enrollment Server, Microsoft® SQL Server® 2005 databases, Domain controller with Active Directory, Windows Server 2008, with Hyper V, ISA 2006 Server for the firewall solution, Exchange Server 2007 SP1 64bit, and SharePoint Server 2007
- Configured Center Mobile Device Manager 2008 (SCMDM) which uses the following standards: TCP/IP, Open Mobile Alliance Device Management (OMA DM), IPsec and Internet Key Exchange Protocol Version 2 (IKEv2) IKEv2, Mobility and Multihoming (MOBIKE) protocol, Software and Component Management Object (SCOMO)
- Maintain primary IT services used with SCMDM: Active Directory Domain Service, MDM software distribution, Certificate services, LOB application servers – Exchange Server 2007, OCS, and SharePoint Server 2007 etc.
- Upgrade and configure Microsoft Window ISA servers and install network routers, cabling, and firewall in the MDM infrastructure
- Responsible for network management including network performance tuning, security monitoring, file server backup, and email server administration
- Perform and document system operations processes and procedures, including installation and testing of the environment.

Microsoft Windows Lab Manager - May, 2002 to November, 2005

Transcontinental Events at Microsoft - Redmond, WA

- Responsible for managing hardware and software configurations and updates
- Perform lab tests and pilot deployments for most Windows Server 2003 server roles
- Help create and manage the demo creation process for both Physical and Virtual Machines
- Design, develop and deliver the process of testing/verifying demo Integrity
- Manage and supply demos for a successful launch of the following Microsoft Products: Windows Server 2003, Small Business Server 2003, Virtual Server 2005, Services for Unix and helped test and deploy Windows XP SP2 and Windows Server 2003 SP1.
- Manage distribution of demos to all 160 Microsoft locations worldwide from my lab.
- Provide 24/7 tech support for Microsoft demos worldwide.
- Help design and implement Benchmark comparing Nt 4.0 Server, Windows 2000 Adv Server, & Windows 2003 Enterprise Server.
- Network Administration, LAN Troubleshooting & Resolution.

Senior Technical Consultant - January, 1996 to September, 2001

Excell Data Corp., at Microsoft - Redmond, WA

- Consult in the technical aspects of Microsoft corporate events; i.e. executive keynotes, conferences, tradeshow, product launches, and press announcements.
- Design, implement, and administer 2-2000+ node networks.
- Install, configure, and support, Demo systems, along with all other needed computers and devices.
- Integrate and support outside supplied networks, servers, and computers to the Microsoft show environment if needed.
- Certified to support Microsoft's Executive Staff including Bill Gates, Steve Ballmer, and all other VP level executives.
- Coordinated, supported, and created Demo's for Microsoft VIPs shows and conferences.

Electronics Technician - January, 1989 to November, 1994

United States Navy - Whidbey Island Station, WA

- Accountable for maintenance, installation, and repair of avionics equipment in A-6 Intruder aircraft.
- Perform system troubleshooting
- Applied principles of electrical theory to advance and improve product development and efficiency.

Accomplishments

- National High School Chess Champion 1985

Education

Business - Some college (No degree)

Highline Community College - Des Moines, WA

Computer Science - Some college (No degree)

Green River Community College - Auburn, WA

Certificate in Electronics

United States Naval Technical Academy - Memphis, TN