

Zach Filstrup (MCSE, MCSA, MCP, CCNA, CCENT, VCP, ITIL, Six Sigma)

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Objective: To contribute positively to a company that allows me to further develop my skills and challenges my abilities while benefiting the company.

Summary Of Qualifications: An expert IT manager and team leader that has a proven track record of success in managing systems, infrastructure, and data center operations for a range of employers, including technical leaders, hospital systems, and academic institutions. Work well in fast past situations, always a team player and good at prioritizing projects and hitting deadlines. Have led teams and trained individuals in management roles.

Experience:

Rackware Inc.
2018-Present)

Fremont, CA (October

Systems Engineer

- Assisted in team FlexSync and RMM product development and testing on cloud migration and software using JIRA, scripting, and other test tools for automation/deployment.
- Manage enterprise customer client support tickets using Freshdesk ticketing system on cloud migration and disaster recovery requests.
- Lead ADS cloud host migration project with AWS instance creation, replication, and data syncs between on-premises servers and customers on-site data center.
- Handled Azure VM management in lab environment, provisioning, and network setup with Windows and CentOS
- Handle new user laptop setups, systems administration, and lab networking infrastructure changes.

**San Jose State University
2018)**

San Jose, CA (July 2017-October

Systems Administrator - Associated Students

- Supervise, mentor, and maintain training of a team of ten student tech staff and team.
- Project lead on security, data center, and server infrastructure maintenance updates and ongoing organization updates.
- Lead on iSupport ticket handling and escalations with systems support with Active Directory, Group Policy.
- Operate CSC budgeting, ordering, inventory, hiring, scheduling, training, evaluation, and anything else as needed.
- Responsible for handling all company Symantec Backup Exec/Veritas maintenance.
- Manage AS, CSC computers and its applications by using AD, GPO, SCCM

VMWARE

Santa Clara, CA (July 2013-June 2017)

Data Center Operations Cloud Systems Engineer

- Performed system implementation and change configuration on internal cloud systems while overseeing datacenter operations that include rack, stack, and cable needed for new and existing equipment.
- Responded to customer escalated issues via web interface, telephone, and email; documented technical inquiries and resolved customer technical issues through diligent research, reproduction, and troubleshooting.
- Lead Cloud build, process, and design for software defined networking and software designed datacenter in a 24/7 production environment, working with teams in Australia, Japan, Germany, and the UK.
- Manage ESXi hosts, distributed/standard switches, inventory and assets, and equipment labels; audited datacenter power circuits, UPS, wireless, infrastructure, and equipment.
- Directed multiple projects, including documentation, network diagrams, architecture, and implementations.
- Provided order management, provisioning, and processes for Salesforce/ServiceNow.

Overland Storage**San Jose, CA (April 2012- July 2013)*****Systems Administrator***

- Installed, configured, operated, and maintained system hardware, software, and related infrastructure; provided troubleshooting for MAC email, applications, imaging, user setup, and Active Directory integration.
- Provided technical research and development for innovation.
- Delivered Tier III and other support for a range of issues.
- Repaired and recovered hardware and software failures.
- Performed daily system and security monitoring, verified integrity and availability of all hardware, server resources, and key processes.
- Reviewed system and application logs and completed scheduled jobs.
- Led backup operations using Backup Exec for file systems and system data backed up to media and recovery tapes/disks.
- Applied OS patches and upgrades on a regular basis and upgraded administrative tools and utilities
- Maintained datacenter environmental and monitoring equipment, oversaw server setup and virtualization, provided asset management for PC and network equipment, and handled Microsoft SCCM setup and configuration.
- Managed polycom conference room setup and PBX Fonality phone server management.

USWired**San Jose, CA (February 2012 - April 2012)*****Desktop Support Systems Engineer***

- Provided end-user support and problem resolution for desktop computers, laptop/notebook computers, printers, and other hardware peripheral as well as a wide range of software applications.

- Trained users on network, hardware, and software use.
- Used trouble-ticketing system to document work and facilitate communication with clients.
- Leveraged support technologies to provide remote-based support, on-call support.

Santa Clara Valley Health & Hospital Systems
2010 - June 2011)

San Jose, CA (September

Desktop Support, Information Systems

- Installed, monitored, and controlled the information systems and related equipment; troubleshooted information systems and determined resources needed to return systems to optimal performance.
- Consulted with department personnel to utilize the information systems to write reports for distribution to users.
- Identified, corrected, and resubmitted data rejected by the system; transmitted data to and from other locations.

Education:

Western Governors University - Master in Information Technology Management / BS, Information Technology Security

Heald College - AAS in Information Technology (Emphasis in Network Systems Administration)

Certifications:

Microsoft Certified Systems Administrator (MCSA) / Microsoft Certified Professional (MCP), Microsoft Certified Solutions Expert (MCSE)

CompTIA A+, Network+, Project +, Linux+, Storage+, LPIC-1, SUSE CLA

Certified Six Sigma Black Belt Professional (SSBBP), ITIL

Cisco Certified Entry Network Technician (CCENT) / Cisco Certified Network Associate (CCNA) – Security

VMware Certified Professional / VMware Certified Professional: Cloud / VCA-DCV,
VCA-Cloud, VCA-WM

CIW: Web Foundations Associate / CIW: Web Design Specialist

Computer Skills:

Windows, Office, Access, Project, Exchange, Visio, LAN/WAN/WIRELESS), TCP/IP, VLAN'S, VPN, NAT, Firewall, Routers, Switches, Servers, DHCP, DNS, SAN/NAS, RAID, Ghost Imaging, Symantec Backup/Anti-Virus, PGP Encryption, Scripting, Mac OS, Linux, Red Hat, Fedora, SUSE, Ubuntu, Novell Network, Active Directory, NTFS Permissions, RDP, Virtualization, VMWARE, HYPER-V, Citrix, Dameware, Remedy, TRACKIT!,ServiceNOW, ConnectWISE, Cloud Computing