

# Patrick Andersen

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## NETWORK ADMINISTRATOR / SYSTEMS ENGINEER

### PROFESSIONAL EXPERIENCE

Easy on the Wallet Solutions, Pasadena, CA (Outsourced IT Consulting Firm)

2011 – Present

#### Senior Consultant

- Managed and coordinate provisioning circuit installs with Internet service providers.
- Developed, tested, and maintained a disaster recovery plan for critical VMs and application data.
- Provided network analysis and design for upgrading wired and wireless infrastructure.
- Architecture, design, install, configure VMware ESX, ESXi, within VI3, vSphere 4 and vSphere 5 environments with VirtualCenter management, LabManager, vCloud Director, Consolidated Backup, DRS, HA, DPM, vMotion, VMware Data Recovery, VMware Site Recovery Manager (SRM), vCenter Operations Manager, Horizon Workspace, Horizon Mirage, ThinApp and VMware View desktop virtualization infrastructure (VDI).

Wells Fargo Dealer Services, Irvine, CA (Financial Services)

2014 – 2016

#### Lan Analyst III / Systems Administrator

- Monitored service queues and create and assign tasks with BMC remedy.
- Generated reports for site locations out of compliance and patched out of compliant workstations, servers.
- Deployed, Scheduled, Install packages through Microsoft System Center. Verified user groups and permissions
- Assisted with implementation and testing BCP and disaster recovery.
- Configured and troubleshoot wireless remote access, cisco wireless, cisco switches.
- Managed imaging, configuring and deploying workstations for lifecycle refresh across the enterprise including remote site locations.
- Interfaced with Team Members and groups to assist with various projects.

Masley Associates, Fountain Valley, CA (Outsourced IT Consulting Firm)

2012 - 2014

#### Senior lead consultant / Account Management

- Coordinated and provided site assessments and system analysis for various clients.
- Performed Data Migration and recovery of Novell filesystem to Active Directory.
- Arranged Meetings with clients and 3<sup>rd</sup> party vendors to review existing policies and IT processes.
- Designed and implemented many multi-vendor technologies including Windows AD, Exchange, virtualization, IIS, SQL, SBS, HP Procurve, Cisco, Sonicwall, Linux, VMware, HP, DELL, VoIP (Shoretel, Lync, Cisco).
- Designed and executed security consultations, security audits, security measures, design reviews and remediation recommendations.
- Build, configure and deploy VMs and templates. Completed Physical-to-Virtual (P2V), Virtual-to-Virtual (V2V) and Virtual-to-Physical (V2P) migration of Windows NT, 2000, 2003, 2008, and 2012 as well as Linux servers from VMware, Hyper-V, Xen and legacy hardware.
- Assisted with office 365 installations and support from Microsoft enabling disabling accounts.

DirecTV., El Segundo, CA (Telecommunications)

2011 - 2012

#### Operations Systems Analyst

- Implemented, Maintained and Administered client enterprise architecture and standards for more than 12,000 client systems across 11 sites and 3 domains nationwide: Microsoft client and server operating systems (Windows XP, Windows 7, Server 2003, Server 2008) Symantec Client Management Suite 6.0 (Altiris), Microsoft WSUS, Check Point PointSec, Active Directory Group Policy.
- Managed Mid to large scale production client Operating System and application rollouts and upgrades.
- Continuous patch management cycles including test and production deployment via altiris.
- Software and security compliance reporting and enforcement.
- Managed migration projects, delegating and training onsite technicians and remote support team.
- Assisted with Hardware loss prevention tracking, research and reporting.
- Performed setup and configuration of office 365 for end users.

TimeWarner Cable., Cerritos, CA (Telecommunications)

2010 - 2011

**System Engineer / Network Analyst (Windows)**

- Configured, monitored and troubleshoot data networks (IP, SNMP, MRTG, PRTG, BGP, RIP, Fiber Optics, Outlook Exchange Server, Remote Access, Unified, Orange tools, NetCool, Agilent), Cisco routers and switches, PRI to PBX voice networks, video networks.
- Assisted engineers with the installation of PCT Chassis, Switch Hubs, CMTS Routers, Extender Cards and Line Cards.
- configured Subnet, distribute, static IP scopes and subnet ranges via Telnet & TFTP server for business class customers.
- Utilized Empirix Hammer Call Analyzer to diagnose Voice over IP and IP Multimedia Subsystems, traced individual call flow to SIP trunks.
- Assisted local system administrator on site with Windows SCCM 2007 for future image building of Customer Care Desktop.
- Support and setup office 365 for Cerritos location.

Capital Group., Los Angeles, CA (Financial Institution)

2008 - 2009

**Senior Service Desk Analyst / Operations**

- Adhered to the ITIL Support model and trained other groups within the enterprise on process and change management..
- Administered and configured Novell Netware and object trees, migrating from Novell to Windows Active Directory.
- Patched and deployed remote installation of packages and configurations through Altiris Software Portal
- Provided Application support for over 10,000 applications including, Novell, NT, Business Objects, SAP Sourcetime and Lotus Notes R6 & 8.5 along with MS Office, Adobe Acrobat, Cisco Unity, BMC Remedy.

Global Investment Management., Los Angeles, CA (Financial Services)

2006 - 2008

**Senior Network Administrator / System Administrator**

- Supported over 300 satellite locations using atm-assist for monitoring and system reporting.
- Planning and implementation of disaster recovery including process documentation.
- Designed and configured network for redundancy with fail over.
- Programmed Tranax Triton based machines.
- Designed, Implemented, configured Windows SCCM, SCOM.

Warner Bros Inc., Burbank, CA (Entertainment)

2004 - 2006

**Senior Service Desk Analyst / Systems Analyst**

- Supported over 5000+ team members across the enterprise utilizing Microsoft System Management Server.
- Maintained and coordinated MS Exchange server outages change management following the ITIL model.
- Administered and provisioned CITRIX Metaframe - ACE/RSA/SecureID accounts.
- Assisted with site migration and configuration of California endowment network, servers, workstations
- Created and administered Active Directory, Domain profiles and user objects.
- Utilized Network Physics, Forescout products for threat management abatement and reporting along with Sarbanes-Oxley compliance and websense reporting. Ticket tracking and quality assurance with BMC Remedy.

Silver Italiano, Los Angeles, CA

2002 - 2004

**Systems Administrator**

Pasadena City College, Pasadena, CA

2000 - 2001

**Instructional Computing Aide**

**EDUCATION / CERTIFICATIONS**

Pasadena City College, Pasadena, CA

**Telecommunications, Business**

**\*AWS Certified SysOPS Administrator** (Training complete, exam pending)

Citrus College, Glendora, CA

**Computer Information Systems**

**CompTIA Network+ Certification**

**CompTIA Server+ Certification**

**CompTIA A+ Certification**