**KIRK PENNOCK**

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**INFORMATION TECHNOLOGY PROFESSIONAL**

Innovative – Efficient – Strategic

Highly driven and results-focused **IT Professional** with 15+ years of experience improving the efficiency, stability and performance of business-wide processes while reducing overhead, enhancing customer satisfaction and optimizing security procedures.Highly defined tech skills,recognized for being an innovator and strong problem solver with the ability to organize and manage environments that require complex strategizing and task management.

**SUMMARY OF QUALIFICATIONS**

* **Versatile and dynamic,** well-versed in a wide range of technical languages; Practiced in revitalizing and optimizing computer systems for optimal efficiency and functionality.
* **Innovative and forward-thinking** leveraging an eye for detail and a vision for the bigger picture to optimize new technologies, solve complex issues and facilitate ease of use for end users.
* **Effective communicator** with a strong ability to concisely convey vital information and work cohesively with management and colleagues to achieve business objectives.
* **Efficient and focused,** adept at navigating challenges within a fast-paced, high-demand environment.
* **Proficient in technical support,** customer service and management of business-critical applications and services including IT infrastructure development in alignment with project goals.
* **MCSE and CCNA Certification**

###### RELEVANT PROFESSIONAL EXPERIENCE

**SYSTEM ADMINISTRATOR / IT MANAGER,** ATG Stores (Acquired by Lowes), Kirkland, Washington (5 Years)

* Infrastructure design and implementation - support and maintain 72 server and 250 workstation infrastructure.
* Research SFTP server to buy, picked Bitvise SFTP. Setup access by private public key pair or user pass.
* Implemented Spice works help desk ticketing system, status reporting, and project planning (including migrations, upgrades, core design, and growth planning) in alignment with budget, scope, and schedule goals.
* Implemented WSUS and group policy to keep all systems up to date automatically, reducing downloads. Setup Westin Data Center racks with Triplite PDU’s remote power control to allow power cycle of remote servers.
* Citrix NetScaler VPX deploy on ESXI in high availability pair Active/Passive mode. Setup of SNMP traps to Zenoss, and GFI Events Manager. Setup of Active directory integration for access control per PCI compliance.
* Worked with Lowes networking to setup ASA 5512-x firewalls using two factor authentication to VPN users with cloud based Windows Azure Multi-Factor Authentication Server for PCI compliance.
* Built three rack mount SAN servers with hot swap drive bays to provide high availability and reliability for the Starwind SAN iSCSI targets on separate RAID 5 arrays. Used the Norco RPC-4224 case with 24 hot swappable SATA/SAS drive bays.
* Reorganized multiple server rooms for best use practices, efficient power usage, ease of access, and cohesive equipment integration.
* Setup Watchguard FireCluster solution to increase security and continuity of data flow allowing failover without loss of connections. Hyper V virtual machine setup on server 2012. Template creation of virtual machine.
* PowerShell, WMI/VB script use and creation for administration work.
* Migrated company email to hosted exchange on Intermedia.
* Modify Default Domain Controller group policy to audit changes to computer and user accounts.
* Created PowerShell script to move computer accounts based on matching domain user name to users OU location in active directory, to be able to apply computer policy by OU grouping.
* DSquery used to find and remove computer accounts in AD that are no longer used.
* Proactively documented system configurations and standards to help direct future enhancements and provide framework for disaster recovery.
* Implemented and customized a Nagios server on Centos server to help manage compliance, alerting, and system status of all systems. Nagios failed for SNMP, so switched to Zenoss for system monitoring.
* Configured firewall policies to comply with PCI policies on PFSense, and Cisco ASA 5512-X. Worked with Price Waterhouse consultants to harden security company wide to get report of compliance over 3 month period with daily meetings to discuss progress and plans.

**SYSTEMS ADMINISTRATOR,** Legacy Roofing, Redmond, Washington (4 Years)

* Created Access 2003 VBA applications for data import between Lotus 123 and MAS 90.
* Created C# windows application for job cost tracking. Approx. 1 year as developer with C# and SQL.
* SQL 2005 SSIS to ETL data from Access, database creation, stored procedures, SQL queries, views.
* A/D management and VB logon scripting automating mapped network drive creation.
* Tuned GFI Mail Essentials for Exchange 2003 anti-spam.
* Managed Blackberry BES server, support end users, and manage repair/replacement of phones.
* Managed disaster recovery systems, off-site storage, and business continuity. Took HP DLT tape home.
* Equipment repair (including laptops). HP and Lenovo (IBM).
* Implemented WSUS and group policy to keep all systems up to date.
* Administration and customization of Exchange on SBS 2003.
* Created VB scripts and command shell scripts to automate administration and software installs.
* Research new phone system for new location, picked Inter-Tel Axxess 5000 with standard digital phones.
* Phone system administration, unified messaging setup for voicemail to outlook.
* Managed user security, account creation, modifications, redirection and archival for security purposes.

**TECHNICIAN,** Computer Technical Services, Redmond, WA Salary 45K (10 Years)

* Designed and administered networks and computers from 2 to 50 devices. Designed and built WAN and LANs for multiple small and medium business in Puget sound area.
* Provided on-site support for maintenance contract and hourly rate customer’s servers and desktops.
* Promote fault tolerance and disaster recovery methods to customers when needed to protect company information. Installed and configured Watchguard firewalls at multiple customer locations.