**Mark D. Eames**

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**Objective**

To have fun while I am helping a business.

**Highlights of Qualifications**

* Experienced Windows Administrator
* Experienced Network Administrator
* Experience working with and supporting internal and remote users
* Experience with the business environment and meeting the business needs and goals
* Experience with virtual environments
* Successfully meeting the needs of hundreds of users
* Ability to prioritize
* Strong troubleshooting skills
* Maintained Security and PCI compliance
* MCSA #1943081
* Was Team Lead for user support before moving to Project Engineer

**Professional Experience**

**Project Engineer** (Started on the Help Desk as a team lead)2011-2017

Covenant Technology Solutions

Servers/Network

* Configured and managed Windows 2003/2008/2008 R2/SBS 2003/SBS 2008, Server 2012/2012 R2 including AD/DHCP/DNS/
* Group Policy design and Management
* Install and manage Exchange 2007/2010. Office 365
* Migrations of Exchange
* Configure and manage Windows Terminal Server (Remote Desktop Services)
* Set up and maintained hosted solutions using MS Hyper-V and VMware
* Some experience with Citrix based solutions
* Configure Maintain backups and disaster strategies utilizing tools such as NT Backup, Symantec’s Backup Exec, Kaseya System Backup and Recovery, Veeam, ShadowProtect and some web-based solutions.
  + Have had to recover from catastrophic failure when the client postponed their plan to replace critical, aging infrastructure components
* Maintain SQL Server and other databases
* Manage lifecycles and licensing compliance
* Web hosting with IIS and Plesk including managing certificates
* Configured and managed internal certificate authorities
* Best Practice Analysis
* Performance assessments and recommendations
* Audit Security and respond to potential threats
* Establish VPNs
* Antivirus software management
* Documentation of the client’s environment
* Implemented AWS and found out why the model the client selected was not supported in a clustered environment. The solution surprised me.
* Scripting: VB, DOS and PowerShell Infrastructure
* WAN and Firewall configurations including supporting multiple sited businesses with Point-to-Point- VPNs
* Wireless implementations
* VLAN Management
* Threat/Security Management
* PRTG Administrator and configured monitoring
* Installed and configured Single-Sign-On for users
* Configured remote users
* Wise implementation for remote users

User Support

* Provided user support for Windows XP, Vista, 7, & 10
* Provided technical support for user desktop applications: MS Office, Office 365, QuickBooks, Acrobat, etc.
* Deployed user computers using imaging software
* Remote support via LabTech and Kaseya.

**Consulting Engineer/Level 3 Engineer** 2006-2011

24x7 I.T. Solutions, Inc.

Servers/Network

* Windows 2003/2008/2008 R2/SBS 2003/SBS 2008 including AD/DHCP/DNS/WSUS
* Performance assessments and recommendations
* Group Policy design
* Exchange 2003/2007/2010 including supporting HTTP over RPC, Outlook Anywhere, Blackberry server, Handhelds including Blackberry, Android, iPhone, and Windows based. Also includes hosting multiple domains on a single Exchange implementation
* Migrations of Exchange
* Windows Terminal Server (Remote Desktop Services)
* Set up and maintained hosted solutions using MS Virtual Server and Hyper-V
* Some experience with VMWare and Citrix based solutions
* Maintain backups and disaster strategies utilizing tools such as Bright Stor ARCServe, NT Backup Symantec’s Backup Exec, UltraBac, and some web-based solutions
* WSUS implementation and management
* Maintain SQL Server and other databases
* Manage lifecycles and licensing compliance
* Maintained IIS
* Audit Security and respond to threats
* VPNs (RAS)
* Antivirus software management
* Documentation

Infrastructure

* WAN and Firewall configurations including supporting multiple sited businesses with Point-to-Point- VPNs
* Wireless implementations
* Threat/Security Management

User Support

* Provided user support for Windows 2000, 2003, Vista, and 7
* Provided user support for desktop applications: MS Office, QuickBooks (technical support), Acrobat, GoldMine, etc.

Other Business

* Manage the customer relationship
* Evaluate business goals and potential roles where technology could benefit it
* Develop plans for the future: Equipment life cycle, migration strategies, growth plans, etc.
* Liaison with vendors

**Technology Director** 2000-2006

CoreMedia Training Solutions, Portland, OR

Servers/Network

* Migrated from a NetWare 3.12 through Windows NT, 2000 to 2003 Server
* Brought email from a contracted vendor to in house on MS Exchange 2003
* Integrated BlackBerry Server into the system to provide remote and mobile users integration with the corporate system
* Installed and maintained IIS and SQL Server 2000 servers

Infrastructure

* Installed and maintained the corporate firewall and router and established a VPN providing remote users corporate participation with the network
* Contracted with vendors to provide Internet service
* Worked with vendors to implement a print-on-demand system that reduced inventory costs and created greater value to clients with readily branded or customized training workbooks
* Managed and maintained wireless access and WAN

Other Business

* Supported users in a variety of applications including the MS Office Suite, GoldMine, Photoshop, Flash, MacroMedia, QuarkXpress, and MS Interdev
* Write proposals and edit/review contracts
* Worked with sales teams to define “qualified” in relation to business values and goals
* Designed future looking systems that quantify sales practices and behaviors

**Education**

**Bachelor of Arts, Business Administration**

Warner Pacific College, Portland, OR

Various MS courses

**References available**

(Including past clients)