**Brian Poetz**

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**Personal Summary**

My IT Career spans over 20 years of experience in IT industry with a strong background in design, implementation administration and support roles. In my current role with Amgen, I worked as a Validation Engineer where I’m responsible for data collection and interviewing stakeholders to understand and document system requirements, In addition, I work with third party vendors to ensure implementations are executed according to standard operating procedures. Previously with Xirrus, I analyzed support data against KPI’s and SLA’s, providing reporting from Salesforce to management and performing gap analysis to identify corrective actions and areas of improvement. I have also worked on multiple past transition projects, performing network and server administration, and supported broad range of networking and security related technologies, not limited to VOIP related technologies including Avaya, Cisco and Mitel.

**Sr. Support Lead**

**NTTDATA Amgen Campus - Thousand Oak, CA**

**January 2017 - Present**

Troubleshoot and resolve Audio Visual (AV) issue(s) Campus wide Level 1 and Level 2 support.

Meet week with Amgen Management and stake holders to review and on-going issue(s) with (AV) Technology.

Develop and maintain company training manuals.

Responsibilities include but not limited to training all (AV) technicians globally.

Directly responsible for day-to-day issues and escalation to third party vendor.

Maintain a team of approximately 20 (AV) techs.

Created and maintained a SharePoint site of (AV) report to ensure NTT Data global AV Tech’s reach weekly KPI goals.

Provided Level 3 support for Mac and PC users.

Deployed application and policies to MacBook’s via AirWatch

Assisted Mobile Team by providing support on all Amgen iOS devices

Ability to work autonomously with ServiceDesk tickets (Priority Level 1 and 2 tickets).

Assisted with day-to-day operation troubleshooting and resolving Windows 10 OS issues

Achievements - Recipient of the Partnership and Teamwork Award(s)

Nominated and selected into the NTTDATA Leadership Program

**Sr Desktop Support Specialist**

**Move Inc, Westlake Village, CA**

**May 2015 - January 2017**

Member of Desktop Support team, support approximately 250 end users at multiple

sites included but limited to remote offices and field users.

Troubleshoot and resolve PC and Mac IOS issues, and interact with clients to execute, deploy and new workstations.

Installed and configured Microsoft Bit locker in a VMware virtual environment.

Provided support for Mac IOS Elation and Sierra iOS.

Troubleshoot and resolve issue(s) with Polycom A/V equipment.

Troubleshoot and resolve and issue(s) with Google Hangouts

Setup and deploy and troubleshoot Polycom conference phone(s).

Successfully planed and deployed Move employees from Microsoft Office, to Google Office Suite.

Image MacPower Books and used Casper for device enrollment.

Maintain and update inspection readiness for critical applications, including inspection,

periodic assessments (data integrity, security)

Created and Termed employee’s within Microsoft Active Directory tools

Created Group Policies Objects (GOP)’s as needed when new projects required additional access.

**System Validation Specialist - Contractor**

**Amgen, Thousand Oaks, CA**

**February 2013 – May 2015**

Performed interviews with multiple stakeholders to understand and document system requirements.

Translated the requirements to vendors and made sure they were implemented correctly.

Escalate as appropriate problems and issues to management.

Image PCs, execute validation documents, troubleshoot PC issues, and interact with clients to execute

deploy and troubleshoot PC issues. Execute GxP, Validation documentation and scripts. Specific activities include

Upgrade all Windows 2000 computers in the laboratory to Windows 7.

Provide hardware and software support as well as system maintenance for all Research and Preclinical laboratory computers.

Provide immediate support response for critical laboratory hardware.

Provide technical consultation to functional areas on such matters as software/ instrument specific computer optimization and data management.

Research custom software solutions to address the requirements of specific laboratories.

Initiate system hardware, firmware, O/S, and software upgrades to ensure data integrity and system reliability.

Research and implement solutions to meet unique laboratory system requirements, including 3rd party applications, custom batch files, system utilities and O/S customization.

Maintain and update inspection readiness for critical applications, including inspection, periodic assessments

(data integrity, security, system compliance)

Applied Windows Critical and Security via Windows WSUS on all Benchtop computers.

Achievements - Recognized by Benchtop Management for the development and implement of a script that optimized WSUS

patching from weeks to hours.

**Level 2 Wireless Support Technician**

**Xirrus, Thousand Oaks, CA**

**August 2011 – January 2013**

Provide Level 2 – 3 remote support assistance to Education, Hospitality and Entertainment on systems and applications

provided by our organization that supported 1000 + users.

Generate reports weekly reports for Xirrus Support Team via the SaaS (Salesforce); review KPI's and SLA metrics,

Assisted Xirrus Vendor’s with per and post-sales support and consultation.

Trained and supported Xirrus Vendor’s on current products per and post sales.

Identify support gaps in (SAL) metrics for risk assessment. Review support cases for root analysis and remediation methods, providing feedback for growth opportunity.

Assisted customers with installation, configuration, and deployment and troubleshooting the Xirrus Wireless Access Point(s) XS, XN and XR series(s) Array(s).

Assisted customers with troubleshooting and resolving complex LAN, WAN, WLAN and VLAN issue(s) with the use of

(TCPDUMP, Wireshark, AirPcap).

Built and managed virtual Microsoft 2003/2008 servers using VMware,

Designed and developed a virtual desktop environment using Citrix XenDesktop 4.0 and all integrated components such as Provisioning Server, Citrix XenApp, and Active Directory.

Developed and managed a prototype virtual environment for testing which included working closely with the end-user and the management team.

Assisted customers’ with setting up configured and troubleshoot the Xirrus Management System (XMS).

Assisted customers’ and Xirrus Sales Engineers’ with Pre and Post deployment via Active and Predictive Site Survey.

Resolved complex wireless issues with the use of wired/ wireless packet capture application (Chanalyzer, AirMagnet, Wireshark, and OmimPeak).

Assisted customers’ with setting up configuring, deploying and troubleshooting Microsoft IAS, NPS and Free Radius for 802.1x network(s).

Prepare records of daily tasks and present to the Sr. Level Management during weekly and monthly meeting.

Provided 24x7 supports to Xirrus customers worldwide.

Achievements – Recognized - Outstanding Support and Customer Servicer

**Sr. Network Support Administrator**

**Sonettek, LLC, Glendale, CA**

**October 2006 – May 2011**

Installed, configured and maintained A/V equipment for executive level meetings and teleconferences.

Support IT infrastructure, consisting of desktops, laptops, servers, voice mail, email, and network systems.

Supported companies in all aspects of IT including networks, Active Directory, email, Security, Backups, software support.

Manage client(s) permissions in Active Directory infrastructure environment, including users, computers and GPO's.

Installed, configured and managed security devices, (Cisco/Juniper/SonicWALL/Check Point/Netgear).

Researched and evaluated new and or alternative solutions, and identified the most efficient and cost-effective solution of system design to new and existing customers

Working with 3rd party vendors to maintained, updated and supported new and existing VOIP system; induced but not limited to (Avaya, Mitel, Cisco)

Installed, configured and managed network devices (Cisco/Juniper/SonicWALL/Netgear, etc.)

Handled setting up and configuring all Cisco, Juniper, SonicWALL and Netgear devices creating VLANs, subnets and VPN tunnels and appropriate networking.

Build Information Technology Infrastructure to leverage across multiple geographic business units.

Project management, systems consulting, and integration design services.

Install configure and support SonicWall Routers, and SonicWall Edge E-Mail Security Appliances.

Built and managed virtual Microsoft XP/7 desktops using Citrix XenDesktop with (Wyse) Thin Clients.

Installed, configured and managed network devices (Cisco/Juniper/SonicWALL/Netgear, etc.)

Handled setting up and configuring all Cisco, Juniper, SonicWALL and Netgear devices creating VLANs, subnets and VPN tunnels and appropriate networking.

Set up new Windows Server 2008 R2 Domain Controllers, 2008 App Servers, Exchange 2010 Servers, SQL Server 2008 R2, Server 2008 R2 Core for Hyper-V environment and Windows 7 desktops.

Implemented appropriate backup and disaster recovery plans for critical services.

Setup configured and migrated Data to SharePoint Intranet sites, Google Apps, Groove and Hyper-V environments; T1 and T3 circuit installations for Cbeyond and TelePacific.

**Sr. Systems Support Technician**

**Harman International Industries*,* Northridge, CA**

**May 2004 – August 2005**

Aid and technical support to the 500 + users on the systems and applications provided by our organization

Track, assign, escalate, and coordinate technical support resources for all help calls not resolved via phone.

Prioritize calls by importance during heavy load times.

Function as liaison/advocate with other support departments to meet user requests.

Maintain network infrastructure.

Provide installation support services for a variety of desktop application software.

Establish and maintain productive working relationships with employees and other external contacts.

Provide hardware support (repair) of non-replaceable legacy systems.

Exchange 5.5/2000 mailbox creation and size management.

Special projects including the management of hardware and software upgrades per upper management

**Sr. IS Support Admin**

**Fox Cable Networks, Century City, CA**

**June 2002 – May 2004**

Provide 3 Level support for 1000+ Fox Cable/Fox Network employees.

Created Support Documentation and Knowledge Base for Helpdesk Personnel.

Implement Network Security Policy on Fox Cable Networks.

Provide primary support for blackberry clients (RIM 950, 957 and 7100).

Created desktop images for the Windows 2000 to Windows XP Roll Out.

Support Remote User Access i.e. Citrix Clients, Webmail.

Installed, configured and supported (Dameware) for remote support of FCN users.

Created and streamlined Windows 2000 professional operating System for corporate users.

Rollout Lead for Windows NT/Server 2003 and Windows XP migration.

Responsible for Purchasing Computers, peripherals, and RMAs.

Create, and maintain accounts for Windows NT Domain accounts, and Exchange 5.5 E-Mail accounts.

Led Asset Tracking and inventory of computers, phones, printers, scanners and all associated peripherals.

**Sr. Network Support Technician**

**AEG/ Staples Center / LA-Kings Hockey Club*,* Los Angeles, CA**

**May 2001 – June 2002**

Provided level 2 -3 technical and remote support for the Staples Center ‘s 500 + employees.

Provided Level 2-3 technical support for Staples Center’s events which includes but not limited to “LA Kings Hockey Events, Concerts events, LA Convention Center Events Technical Support.

Installed, configured and support Cisco Catalyst 3560, 3570 Series Switches

Designed, Installed, Implemented and Maintained the wireless network(s) for the Staples Centers remote sites.

Setup and Support all STAPLES Center Cisco VPN Clients.

Supply primary support of all NT 4.0 Servers.

Designed and implemented Blackberry Enterprise Server for wireless clients.

Install, configure, support and provide administration for Microsoft Exchange 5.5 Servers

Install configure and support Staples Center Cisco VLAN and Routers.

Designed off site solution for Tape Archive. (Recall)

Setup Automate solution for Anti-Virus Update for STAPLES Center Client workstations.

Creation of standard desktop images and management of desktop virus control.