*Farrell Bluford*

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**Profile**

Efficient, self-motivated, and focused are a few of the key words that describe my professional character. My resume demonstrates a history of unparalleled experiences that have shaped my one of a kind work ethic. By displaying exceptional leadership qualities it allows me to consistently lay the foundation for success not only for myself as well as any team I may be a part of.

**Core Competencies**

Apache, Autotask, Bomgar, CentOS, Cisco Catalyst, Cisco VoIP Systems, Citrix Client, HP System Management

Juniper SRX Firewalls, Hadoop, Jira, Juniper SRX220, MAC O/S, Microsoft Office, Mobile (iOS & Android), Nagios,

Office 365, OMSA, Oracle, Redhat, Remedy, SAP, Skype for Business, Ubuntu, Crestron, Cisco UCS, Cent OS, VMWare ESXI, EMC Unisphere, NetApp Auto Support, Windows Server 2008/2012 RD, OMSA, IDRAC, ILO, IMM

**Professional Experience**

**Telecommunications Technician |**IBEW 595(McMillan Data & Communications) **|** Dublin, CAJanuary 2020 – August 2020

* Read floor plan and schematics and assess infrastructure for new fiber and network cable installation
* Install data and voice connections, and terminate with data jacks
* Work directly with management to go over scope of work for execution to meet SLA
* Work with various vendors to accomplish projects and new build outs for completion
* Install fiber and network cables in riser closets for LAN connections (multiple floors)
* Perform cable management, and cable dressing after installing fiber, and network cables
* Installation of A/V equipment, WAP’s, projectors, and wall-mount smart TV’s. Terminate cabling as needed
* Installation of IP video surveillance cameras, fire alarm, and glass sensors
* Responsible for managing site and projects

**Senior Cloud Infrastructure Engineer (Data Center) |**Citrix **|** Santa Clara, CAJuly 2018 - January 2019

* Support and manage a global critical test environment for all of the company’s stakeholders and clients
* In charge of building out new data center
* Responsible for all daily data center activity
* Manage and supervise contractors and vendors
* Submit access ticket for Data Center vendors and contractors
* Receive all data center equipment is SAP
* Manage DCIM devices, assets, and port mapping
* Install/Deploy data center equipment. Rack/Stack
* Manage ticket queue and update work flow (Jira Ticketing System)
* Order data center supplies
* Install fiber and network cabling per network architecture
* Coordinate and schedule data center meeting with vendors and contractors
* Work with onsite facilities and vendors to meet project deadlines
* Data Center primary point of contact
* Configure devices for data center build-out
* Open smart hands tickets with facilitates
* Support global infrastructure team

**Senior System Engineer |**Curvature **|** Milpitas, CA   
April 2017 - June 2018

* Meet customers SLA’S
* Direct interfacing with multiple customers
* Perform break/fix and deployment task at multiple customers’ sites
* Manage inventory in SAP (Assets)
* Research and provide resolution for customers failed hardware, and error outputs.
* Provide Data Center support for multiple customers
* Work directly with Engineers, vendors, Managers, and remote team and groups to provide IT resolutions
* Work with a vast amount of hardware vendors’ storage arrays, tape drives, and
* servers
* Work with remote and off shore admins to resolve issues
* Storage Array support (i.e. NetApp, EMC, Clarion, (SAN) (NAS))
* Process RMA’S
* Create requisitions for replacement parts
* Server Administration, (Linux) (Windows)
* Research client and customers errors, and provide resolution
* Ship replacement parts to customer
* Test and resolve equipment issues

**Data Center Technician |**NetApp **|** Sunnyvale, CA  
October 2016 – March 2017

* Provide Data Center operation support
* Monitor ticket queue, and assigned tickets to appropriate site, and Technicians
* Remove decommissioned devices from network and racks
* Maintain and update database
* Rack and Stack (Device Deployment), Physical layer network troubleshooting
* Configure network parameters (Static IP)
* Install and configure OS, Upgrade Firmware, and install patches
* Perform and manage Change Request
* Travel and support multiple Data Center sites

**Senior System Analyst |**Centrada Solutions**|** San Francisco, CA   
January 2016 – October 2016

* Served as Lead IT support for multiple sites in San Francisco
* Provided Desktop MAC, and PC end user support
* Worked with remote engineers on projects
* Supported cloud and virtual system infrastructure
* Established relationships, with managers, vendors, contractors, facilities, and IT service providers
* Setup, configure and support A/V equipment. (Crestron)
* Setup microphones projectors, and video equipment for remote meetings, and interviews
* Manage projects, and work directly with various vendors
* Contact service providers when needed

**Data Center Network Technician |**Bank of America **|** San Francisco, CA  
August 2014 – December 2015

* Provided Data Center operation support
* Deployed and decommissioned expired systems and network devices
* Worked directly with engineers, vendors, and mangers regarding change requests and projects
* Deployed and provided support for new devices
* Performed break/fix task
* Updated and maintained all Data Center documentation and share with specified groups
* Monitored ticketing queue
* Rack/Stack and decommission of expired devices
* Fluke Cable Testing Fiber, and Copper. SC/LC
* Asset management

**Dev OPS |**Relcy **|** San Francisco, CA  
February 2014 – August 2015

* Managed all aspects of Data Center Operations
* Worked directly with leased facility contact, and vendors
* Supported AWS production and developing severs for a group of software Engineers, and developers
* Server Administrator (Ubuntu Linux)
* Nagios xi (Nagio Administrator) Security Monitoring System
* Built healthy business relations with vendors, reseller's and engineer
* Ordered replacement servers
* Coordinated and delivered payment to business partner
* Processed Return Merchandise Authorization (RMA’s)

**Lead Data Center Engineer |**Intuit Data Center **|** Menlo Park, CA  
March 2013 – April 2014

* Responsible for all Data Center Operations
* Provided support for Enterprise environment supporting Quick Book Application
* Worked with team and vendors to successfully complete Data Center projects
* Worked closely with, managers, groups, and engineers, collaboratively to provide remediation plan to resolve issues with failing systems
* Asset Management (Remedy) DCIM
* Ordered replacement parts from vendors and processed RMA’s
* Server KickStart, OS (Centos 6) administer system tools; Dell OMSA and Mega CLI
* Performed Dell DSET diagnostic hardware test on all systems
* Software used during operations; CentOS 6.3 (Final), Redhat Enterprise 5.8

(Tikanga) 6.2, Jira, Nagios, Active Directory Password Monitor Reset Tool,

Remedy, HP Partner Portal, Dell TechDirect, Campfire, Server Kickstart

* Updated Jira Data Base with new deployed servers

**Senior Field Systems Engineer |**Sureline-Systems **|** Santa Clara, CA  
March 2011 – March 2013 (freelance)

* Built servers per Engineers request to test Data Backup and Recovery Cloud Software
* Duties included, but not limited to installing server OS, configuring VM’s
* Tested cloud software, and send report to off-shore team
* Deployed server and configure Cloud Based software on customers’ network
* Demonstrated in detail to customers how Cloud based software functions
* Created Virtual Machines using Hyper-V Role, with OS installation and configuration, Ubuntu 12.04 and Windows7
* Tested companies Disaster Recovery software & reported results to offshore team
* Performed demos for potential clients including Disaster Recovery Cloud based and Data Management Software
* Created network diagrams
* ESXI Bare Metal server builds

**System Analyst |**Microsoft **|** Santa Clara, CA  
August 2008 – February 2011

* Directed daily Data Center operations
* Supported Data Center and Colocation operations
* Managed and supervised Jr. Technicians
* Performed Break/Fix task, as well as Move Add and Change request (MAC)
* Managed and supervised Data Center Technicians
* Granted access and escorted vendors to Colocation
* Managed, and monitored ticket queue
* Worked with team and groups regarding Data Center access and request

**Lead Desktop Support |**Smith & Associates **|** Pleasanton, CA  
January 2005 – July 2008

* Provided end user support for Office Sales Team
* Delivered desktop support in a Windows environment
* Offered network printer and copier support
* Assigned setup and configure computers for new employees
* Processed RMA’s for failed hardware
* Received and shipped new, and returned hardware
* Setup & configure audio & video equipment for important meetings and conferences
* Configured Cisco WebEx Meeting Software
* Installed configure and update software patches and drivers when required

**Education**

* School of Communication Electronics, Oakland CA, 1999-2000
* Certification – Micro-Computer Electronics/Networking Fundamentals

**Training**

* Hp Dell IBM Blade Server Training 2018
* IBM Tape Library Training, 2017
* NETAPP Storage 2017
* Clarion Training 2017
* HIPAA Training, 2014
* Dell PowerEdge Series Certified Training 2014
* Data Center Critical Awareness Training 2014