###### Bruce Wade

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**Computer Systems Engineer/Analyst II/III**

**Summary**

A resourceful Systems Engineer with a proven record of being successful in demanding environments.

Familiar with HIPPA and its focus on patient privacy.

Well-versed in many Microsoft technologies, SCOM, SQL, and IIS.

Extensive experience with deployments, upgrades and patching.

Skilled in addressing end-user concerns and resolving technical issues quickly.

Excels at building long-term hardware reliability and resiliency.

Able to work closely and effectively with non-technical as well as Tech staff.

**Technical Summary**

* Extensive experience in mastering environments from desk-side to data center.
* SCOM Engineer/Admin supporting 12,000+ agents in multi-domain environments 97% healthy.
* Wrote, reconfigured and edited Powershell scripts to automate recurring tasks.
* Knowledgeable in creating elegant solutions to unique problems.
* Experience with Windows 10, Server 20XX, Ubuntu, Red Hat and Debian.
* Skilled at resolving issues conclusively and improving Uptime across server platforms.

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# Professional Experience

**Microsoft SCOM support Team May 2021 to present**

Microsoft via Insight Global

* Handle Tier 4 escalations from Microsoft’s enterprise Help Desk.
* Investigate issues, research solutions, provide useful answers to unique problems.
* Work with CaseBuddy and other tools to manage cases

**Microsoft Azure Storage Team April-October 2020**

### Microsoft via Mindtree

* Work with FTE’s and contractors to migrate Azure accounts to new billing platform
* Write up FAQ/process doc to detail the multiple platforms, steps and actions
* Engage customers on their tasks for completing the update
* Accurately ticket, dispatch tasks to IT staff and follow up on issues found

### Computer Consulting December 2019-January 2020

Taurus Technical/Salish Sea Technology

* Assist local hospital system upgrade from Windows 7 to Windows 10
* Work closely with medical staff to minimize disruption during the process
* Perform daily follow-ups on upgraded systems to resolve any lingering issues

### Security Evaluations Crew, April 2018-October 2019

### Microsoft via Aricent Technologies

* Primary technical contact for certification vendor for Windows build 1709, 1803 and 1809
* Deploy FIPS 140 and Common Criteria testing platforms to laptops and tablets.
* Maintain Lab infrastructure with effective server and drive space management
* Prepare internal Lab environment for visit and Win 10 OS review by 3rd party certification vendor
* Maintain and update Server 2016 Active Directory Domain, DNS and DHCP services
* Deploy and maintain Hyper-V instance to support Virtual Machines used in testing
* Deploy and maintain private network to support Admin controls over mobile devices being tested
* Work closely with leadership and staff to anticipate their needs in hardware and software

### Systems Analyst and Deployment Specialist, March through October 2017

Skagit Regional Health via Robert Half

* Team member deploying 2500 monitors and 600 new and replacement PC’s.
* Worked in remote clinics to setup systems to support Epic software upgrade.
* Worked closely with clinic managers to minimize disruption to normal operations.
* Resolved and documented solutions to unexpected problems.
* Kept Server team updated with issues found so they can be fixed before future deployments.

### System Center Operations Manager Architect, October through December 2016

SCOM team at Con Ed, New York Headquarters, via Eden Consulting

* Collaborated with staff team to in creation of new monitoring for in-house and COTS applications
* Assisted in gathering data for dashboards with KPI’s
* Worked with the team to drill down on issues around SCOM system health and agent reporting
* Develop, document and deploy ad-hoc solutions for immediate issues
* Contract scheduled through end of calendar year 2016

### System Center Operations Manager Admin November 2014 to February 2016

Microsoft Operations and Systems Group via Insight Global

* Member of team to administer 12 SCOM instances with 12,000+ agents
* Created and adjusted actionable monitoring for assorted teams in the Enterprise
* Helped define appropriate drive space alerts to reduce noise in the SCOM system.
* Administered SCOM website access
* Administered SQL Server access with scripts to manage permissions in the correct schema
* Worked closely in clustered environment deploying new VM’s to production.
* Improved SCOM and system uptime through effective patching and issue resolution
* Created and tuned Application MPs for the team’s servers and drives.
* Responsible for SCOM and SQL Server health on physical, virtual and clustered servers
* Assisted internal customer Teams in deploying agents
* Mentored and guided teams so they can resolve common agent problems

### System Center Operations support May 2014 to August 2014

Society Consulting

* Contributed to building new team to take on tier 2/3 support from MS SCOM FTE’s
* Created Hyper-V environment for internal teams to replicate customer issues and test solutions

### Virtual Machine Build Engineer February 2013 to January 2014

**Collabera/Accenture**

* Assist Business product group to reduce server count using Hyper-V technology
* Successfully virtualized SQL Server instance into Hyper-V without compromising performance.
* Created process for quickly converting 100+ machines and applications into virtualized packages
* Lead offshore team to successfully create scripted process for P2V automation
* Work with SDETs to create validation tests for the virtualized systems

### Server Analyst May 2011 to November 2012

**Microsoft via HCL America**

**Multiple roles-SharePoint Online/Office 365**

* Ownership of SCOM agent health for over 11,000 Physical and Virtual machines
* Responsible for the health of 45 SCOM environments in several data centers
* Responsible for daily maintenance of SQL 2008 Server health
* Increased agent health from 95% to 99.9% availability.
* Worked closely with datacenter teams to resolve hardware issues
* Improved Management Pack deployment process
* Created guide for resolving agent health issues.
* Re-wrote Powershell scripts to function in different environments
* Re-wrote SQL queries to gather data about agent health, errors and other details.

### Systems Analyst 2 September 2010 to February 2011

### Microsoft via WiPro Inc

### Windows Phone 7 Service Engineering Team

* Ownership of WPSET and SASET SCOM instances, establishing reliable monitoring
* Ownership of WPSET Build Tracker Prod and Sandbox instances, increase stability and flexibility
* Document process and procedures for configuring SCOM monitoring on physical and virtual servers
* Document process and procedure for configuring Build Tracker in a virtualized environment
* Successful deployment of new Hyper-V servers into Redmond Ridge data center

### Systems Engineer 2 Feb 2009 - June 2010

### Microsoft via Insight Global

### eServices Build Lab, Build Tracker, Windows Live Experience

* Create new customer service team so programming staff can focus on software instead of support
* Provide First and second tier support for Build Tracker software build system
* Use SCOM to maintain diverse array of servers and applications
* Work with Hyper-V server and VMM creation and deployment of 100+ VM’s
* Provide debugging information to customer teams to assist in resolving their build issues

**Certifications and Training**

* A+ Technical, Comptia.org
* Network +, Comptia.org