Scott Harding

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Information Technology Professional

**Qualifications**

Seeking a position in the IT industry in a challenging, creative and energetic work environment which will enable me to create and grow. Dedicated, hardworking individual with intercommunication skills at all levels of the organization and with eight plus years of experience in the Information Technology industry.

**Technical Expertise**

**Operating Systems** Windows 2000, Windows XP, Windows 2003,Windows 2008, Windows 7, Windows 2012, Windows Server Essentials (Small Business Server), VMware 5.5 ESXI, SUSE Linux, IBM AIX, SCO UNIX,Sun Solaris, CentOS and Red Hat Linux

**Networking** LAN, WAN, TCP/IP, DHCP, DNS, IEEE 802, FTP, VPN, VLAN, Wi-Fi and Zigbee Networks

**Hardware** EMC VMAX, EMC VNX, NetApp Storage Systems, IBM Blade Servers, Dell Blade Servers, Dell Enterprise Servers, DTI Blade Servers, IBM Storage Units, Tape Library Systems,

**Software/Tools** MicrosoftActive Directory, Microsoft Exchange, Microsoft SharePoint, SQL Server Express, Remote Desktop, Lync Service, FileZilla Server and Client, VMware VCenter 5.1, WDS, AIK, ConnectWise, Laptech, Team Viewer, Sysinternals Suite, MS Office, Parallels Virtuozzo, VMware Workstation, Storage Craft and EMC Avamar

**Strengths** Plan, Configuration, Deployment, Troubleshoot, Break/fix, Monitor, Support, Installation and Administration

**Core Competencies** Systems and Network upgrades, Testing and troubleshooting, Windows and Linux/Unix platforms, System Administration, Training, Project Management and Installations of New Systems

**Certifications** WatchGuard – Certified System Professional

**Professional Experience**

**Park Place Technologies ,** Las Vegas, NV

**Senior Field System Engineer** – November 2014 – June 2021

Preformed hardware break/fix (DataCenter) maintenance on a multitude IT OEM products ranging from midlevel to Enterprise - Mainframe, Tape Library and Disk Storage Systems. Supported all the Major Manufacturers: HP, Dell EMC, Sun, Quantum and IBM. Offered 4 Hour SLA support to High End Clients such as Disney, Intuit, Golden Nugget Casino and Warner Media. Held a Vender Access to the Switch Communication DataCenter (Nap 7-9).

Key Achievements

* Supported the entire Las Vegas Area for over 7 years. As only Engineer in the area I was responsible for all calls dispatched.
* On Call 24/7 for any customer hardware solutions.
* Managed the local Parts Locker for the whole Southern Nevada Area.

**LBA Networking, Inc.,** Las Vegas, NV

**Field System Engineer** – June 2014 – August 2014

Provided first class support with an I.T. consulting firm serving the Las Vegas Metro area and providing an Outsourced I.T. Department to our clients. Primary goal is to be a trusted technology business partner. We assist in organizations to remain profitable by implementing the technologies that will maximize their employees’ time, business processes and systems availability. Installing Windows Servers for small business practices. As an engineer we made recommendations based on the organization’s needs. Maintained and installed wired and wireless networks which includes setting up firewalls on WatchGuard Fireboxes.

**Key Achievements**

* Performed system upgrades for new or current clients and maintaining their network infrastructure.
* Daily monitoring of system alarm, backups and new updates. With taking prompt steps to insure their system is current and secured.

**Dell Services (**Convergenz, LLC)**,** Las Vegas, NV

**Data Center System Engineer** – November 2013 – January 2014

Provide world-class on-site service and support for Dell customers at the super NAP (Switch Communications). This is an onsite customer facing role within large, enterprise data center environments that leverage Cloud Computing or Hyperscale Solutions to meet their business objectives. My primary role is to perform onsite troubleshooting, repairs, installations, and upgrades of Dell Data Center Solutions Servers. As well as the installation of new racks, new chassis, patching and laying cables.

**Key Achievements**

* Performed hands-on and in-depth troubleshooting of associated repairs of failed server and storage systems
* Daily monitoring of system alarms and reported them back to the client
* Installed new racks including blade chassis, blades servers and the CAT5 cabling for a new deployment
* Worked with a wide range of different cabling such as CAT5, Fiber and SAS

**ASSA ABLOY,** Las Vegas, NV

**Field Network Engineer** – January 2011 – July 2013

Designed, built and configured networks for all of the Vingcard, Orion & Timelox products for major casinos and hotels throughout the United States. Installed and setup Windows based servers both virtual and physical to handle our product software and network configurations. Managed and lead projects, Setup new databases for every site our product software was installed. Meeting with customers about future upgrades and how our system would be cost effective. Directly involved with our R&D/ Quality evaluation team on improvements on our products as well as software/firmware needs and new network schemes.

**Key Achievements**

* Was the lead Engineer on the projects at the Cosmopolitan. Also worked on the projects at the Palazzo
* Resolved multiple issues to network systems to increase business functionality
* Recommended a variety of technical solutions to improve performance and productivity

**Intelicloud, Inc.**, North Las Vegas, NV

**System Engineer** - June 2009 – May 2010

Analyzed, installed and configured Sun and DTI blade servers for the Intelicloud 360 chassis which was currently in the development stage. Generated and executed tests cases for all hardware including all blades and storage units Tested new OS updates, firmware releases (BMC, BIOS, LSI and RAID) and with SAN units. Reported and assisted the developers/programmers through our overseas partnered companies with any or all defect that came up during a test case. Also configured a variety OS including Windows 2003/2008, Solaris UNIX and Red Hat Linux. Administered the company’s network infrastructure by maintaining Active Directory and SharePoint servers on a 20 plus user network. Setup and troubleshooted user and group accounts. Installation of new servers; both physical and virtual using VMware. Making myself available for investors, vendors, customers and employees with questions and concerns about current projects.

**Key Achievements**

* Lead engineer on a variety of projects that including developing the PXE server and WDS servers
* Assisted in setting up our new Data Center (COM Room) which included installing new racks, installation of our internal servers as well as our development blade server and chassis. Also including new switches and CAT5/Fiber cables
* Recommended a variety of technical solutions to improve performance and productivity
* Was responsible for maintaining software catalog

**IBM** (CTG),RTP, NC

**Blade Center Engineer** - January 2008- May 2009

Generated and executed tests cases on IBM Blade servers to ensure that all new hardware and firmware updates were supported which included new OS updates, BIOS, BMC, LSI, RAID, hard disk (local and remote) and SAN configurations. Reported any or all defects to our development team and assisted to finding a resolution in a timely matter. Installed and setup multiple OS including Windows 2003/2008, Red Hat Linux and SLES Linux on IBM Blade Servers and the storage components. Independently worked on projects with set deadlines and sent weekly status updates to the team lead. Setup remote and local LUNs on SAN units through Fiber Channel, SAS, Ethernet and ISCSI. Setup RAID configurations through the LSI controller, IBM Serve RAID Manager, LSI Simplicity and Storage Manger client.

**Key Achievements**

* Lead engineer on the Lucas project. Lucas was a new blade system under development. The project went through 3 phases of testing before deploying to customer sites
* Preformed test cases with VMware on USB keys with Linux live OS. I did the majority of the VMware projects
* Installation of any new Blade Chassis that currently was entering the development stage including setting up the racks and