### Alex Carvajal

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**Information Technology Specialist**

Solutions-oriented IT Specialist with notable success directing a broad range of corporate IT initiatives while participating in planning and implementation of information-systems solutions in direct support of business objectives for over15 years of cross platform experience in Information Technology as System\Network Engineer. Configuration, including analyze, design, implement, and maintain solutions as well as troubleshooting server hardware & software related problems.

**Professional Objective:** Seeking a position with a company for growth where I can utilize my skills network\systems and allows me the opportunity for further advancement.

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| **Networking-&-Systems-Security:** TCP/IP,UDP,DHCP,DNS,WINS,FTP, SFTP,RDP,RAID,SAN,NAS,PKI,IPS/IDS CAS,Novell,PXE,ERP,MRP,NAT,DFS,LDAP,ISO/OSI,IIS,IPX/SPX,SMS,VPN, SSL,  SSH,PGP,BGP,OSPF,RIP,EIGRP,IAS, WindowsPrintServers,WSUS,SCCM, SMTP,IMAP,POP,SNMP,PPP,SOAP, Telnet,LAN/WLAN/WAN,MAN,CAN,PAN,GAN,INTERNETWORK,IPSec,VPN,Apache,J2EE,Tomcat,lighttpd,nginx, Samba, TACACS+ & RADIUS.  Business Impact Analysis, Risk  Management&SafetyRegulatory adherence,DataIntegrity/Recovery DisasterRecoveryPlanning ContingencyPlanning.Information SystemsManagement&SecurityCyber  security,Operational&EnterpriseRisk Management&ProjectManagement, SolidunderstandingofPKI infrastructure&cryptography methods.Research&Development RiskAssessmentCost Benefits Analysis excellentproblem-solving skills,IPS/IDS,(ACL)(GPO's)PCI3.0 standards.Securingawindows& Lunix,Server Platform, Security Policy Implementation, System Forensics  Investigation&Response, Internetworking Infrastructure &  Operations,MicrosoftServer&desktop Infrastructuredesign&deployment. MDT,SCCMOutstanding troubleshooting skills with the ability to isolate computer problems and DevisingaCourse of actionby updating procedures and security policies. | **Platforms:** UNIX, Linux (Red Hat, Enterprise),Fedora,CentOS,Debian, Fedora,Ubuntu,Kali,CRM, SalesForce  WindowServer,Essentials,Datacenter,Standard,2003,2008,2012,2016/XP, Win,7,8,10, IMac Apple OS X, CLI, Sun Solaris,Server,MS-DOS,BatchScripting  **Mail:** ExchangeServer/2003,2007,  2010,2013,2016/ POP/IMAP/local  Exchange/hosted Exchange, Zimbra, Novell Netware, GroupWise,  Intermedia/hosted Exchange.  **Backup/Image/Cloning:**DELLPV TL4000, DELL PV TL2000,DELL PV 124 Acronis,Veeam,Storagecraft,AppasureSymantec,AcronisTrue,Image, MacriumReflect,DriveImageXML, CloneZilla,ParagonBackupand Recovery,NovellZenworksimaging tool, BootCamp Apple & Windows  **Tools:**Xamp&Mamp,EsriTools, ArcGISapplications,such asArcMap&ArcGlobe,Googlemaps, Blade,HPOpenView,IBMTivoli,TripwireSnort,LotusNotes,Amadeus,Sabre,CRM,NovellclientForWindows,MicrosoftOffice2000thru2012Logmein123,Rescue, Central, Join. Me, Team Viewer,  WebEx,VNC,ChromeRemote Desktop App,GoToMyPC,McAfee/NortonVirus TrendMicro,DellServer administrator,  DesktopAuthority,ConnectWise, Spice,TicketSystem,SolarWinds, Wireshark,SharePoint2010 administration. | **Database**:SQL,SQLite,MySQL2005 2008,MSSQL,T-SQL,PervasivePSQL, MS Access.  **Languages:**Powershellscripting, VBA,VB.NET, HTML,Batch Files Scripts Files,CrystalReports,Registryfiles, MySQL,Query2005/2008,PHP,Delphi,PhpMyAdmin,JavaScript,Python, HTLM,MSAccess,Visualbasic, Java  **Wireless:** ActiveRFID,Bluetooth, WiFi, ZigBee, NFC,DAS.  **Virtualization:**Vmware,ESXi4,ESXi5.6VMware ESX,Vmware,vCenter Server**,** VMware vSphere 5,VMware VMware ESXi,VMwarevSphere, vCenter Server VMWare iSCSI, VMWare ESXI , with SANS,Equalogic,SRM,DRS,vSphere MicrosoftHyper-V,VirtualBox, Microsoft Virtual PC, Vmware VDR, vRanger,ParallelsDesktopfor Mac,OpenVZ,CitrixXenDesktop Administration, XenServer  Virtualization,CitrixXenApp, XenDesktop,  **Voip&PBX:**MitelSIP,VOIP,PBX,Cisco IP Phones,AvayaIPandPBXPhones, Nortel IP Phones, (SIP) SIP appliances, communicatorand ECC.  NEC Systems, Intermedia Hosted PBX, Nextiva PBX, SIP, TDM.  **Cloud:** GoogleCloud, OneDrive,O365, AWS, Dropbox |

# Professional Experience

**Work Experience:**

**Scientific Games – System Engineer**

**12/2017 - Present – Las Vegas**

* Develop, implement and manage long-term solutions to issues that affect the efficacy of the company’s IT systems.
* Advise on feasibility of design changes for major internal software projects.
* Test and verify scalability of an expanding system architecture supporting 10,000 users
* Plan, implement, install, operate and maintain systems hardware, software applications and Information Technology infrastructure.
* Provide hardware and software engineering support for Information Systems utilizing object-oriented programming and client / server applications.
* Manage project deployment lifecycle, define requirements, research solutions, design systems, support testing and oversee live implementation.
* Perform functional analysis and cost – benefit studies to determine proper allocation of resources.
* Evaluate customer or product requirements to develop total systems solutions within project timelines and cost constraints.
* Oversee the testing and monitoring of applications and systems performance.
* Provide assistance with systems planning, business information analysis and process improvement initiatives.
* Support staff and end user with resolution of systems issues, malfunctions or software programming problems.
* Manage full software development planning process including the design of specifications, diagrams, techniques and strategies.
* Install and implement new programs, modules, servers, hardware, network equipment when necessary to upgrade, improve resources or increase compatibility.
* Develop applications, software tools and program snippets that support reusable components
* Designed data systems; network included servers, storage programs, required applications, database software, and security protocols.
* Performed standard IT functions including but not limited to design, analysis, evaluation, testing, debugging, and implementation of all system programs that provide support to Accounting, IT, Human Resources, and Operations.
* Conducted general and applied research, advanced development of generic database systems, infrastructure covering system engineering, telecommunications, and operations.
* Recommended test and evaluation or T&E strategies including lifecycle integration planning on current systems and networks to be used as a baseline reference for future infrastructure.
* Conducted systems engineering hardware and software modeling and simulation or M&S to support the integration of system initiatives.
* Ensures the efficient flow of the company’s information systems in order to provide top-level support and maximum performance of client accounts.
* Provides technical support and guidance for both voice and non-voice/data networks.
* Regularly conducts system audits; prepares a report covering a set of recommendations for improving system hardware and software standards.
* Oversees the design and implementation of multi-faceted and complex information systems.
* Analyzes systems network topology; prepares a set of recommendations for the purpose of improving the level of efficiency of integration among multi-systems.
* Immediately responds to incidents, technical issues covering the predictive dialer, and triage server and moves to resolve situations within an appreciable timeframe

**Mitsubishi Cement Corporation - Network Engineer**

**12/2015 – 12/2017 - Henderson, Nevada**

* Provide support Level II, III in the IT Infrastructure, for 4 plants in the Nevada area engineering team member supporting enterprise networks.
* Oversee network and equipment upgrades to include IOS, CatOS image upgrades, and configuration changes.
* Document network problems and changes working in diverse management environments.
* Quickly resolve all IP network issues to reduce waste and downtime.
* Provide tier 3 and 4 support for commercial clients on a 24 x 7 pager rotation schedule.
* Ensure thorough network documentation, including maintaining each account’s network matrix, backup configurations and network diagrams.
* Performed network documentation and created disaster recovery plan.
* Setup Cisco Intercept IDS and Cisco Works for Windows for network monitoring.
* Oversaw migration of WAN links to new service provider, designed full mesh WAN, setup TFTP server to backup, and restored configuration and IOS image files for the PIX, Cisco routers, and Catalyst switches.
* Analyzed expanding network, ran fiber, and implemented wireless communication.
* Designed configuration and layout of WAN to include IPT Internet facing VPNs and wireless subnet.
* Migrated network from full mesh frame relay to Point-Point T1 on larger sites and implemented IPsec VPN on smaller sites.
* Administered multiple PIX firewalls throughout WAN to ensure LAN integrity from external threats.
* Monitored bandwidth and network activity by analyzing information provided by MRTG to ensure both efficient and effective network operation.
* Configured and supported multiple remote site installations, Working on PIX (506, 515, 525, 535), ASA (5505/5510) Firewalls.
* Implementing security policies using ACL, Firewall, IPSEC, SSL, VPN, IPS/IDS, AAA.
* Monitoring tools like network packet capture tools like Wire-shark, etc.
* Installation, Configuration and Administration of Windows Servers 2000/2003, Active Directory, FTP, DNS, DHCP, TFTP, Linux OS under various LAN and WAN environments.
* Migration of existing IPSEC VPN tunnels from Pre-Shared key to Certificate.
* Network redesign for branches / Campus Locations, Changing both the voice and data environment.
* Replacing branch hardware with new 2851 routers and 2960 switches.
* Performing security audits of perimeter routers, identifying missing ACL’s.
* Troubleshooting of complex LAN/WAN infrastructure, including routing protocols EIGRP, OSPF & BGP.
* Lab testing & validation prior to implementation of Nexus 7K, 5K & 2K connecting to blade servers.
* Configuring network access servers and routers for AAA Security, Documentation and change control.
* Troubleshooting of complex LAN/WAN infrastructure.

**Prince Law Firm - IT Manager\Project Implementation Specialist**

**06/2011 – 10/2015 - Miami – Fl**

* Implement and Infrastructure Designed Business Intelligence reports for front end user and back office purposes according to client specifications using Active Reports, Core expertise in design, implement, migrate (P2V, V2V) and maintain virtualization environment using VMware vSphere and VMware vCenter Suite.
* Executed data base scripts in support of client systems using Microsoft SQLServer, T-SQL. Designed and implemented new functionality within data intensive applications, Performed data import and data transformation activities.
* Solved recurring issues, documenting and promoting best current practices, implemented features, providing technical expertise and training.
* facilitating knowledge transfer to new clients, Liaison between Developers, Business Analysts and clients, resolving business and technical challenges for successful transition to client led systems.
* Participated in onsite meetings with clientele throughout the project cycle and into support Conducted end user training, database administration, and web server configuration as the software back end subject matter expert
* Configured and reengineered software to fit the needs and wants of the customer Analyzed, updated, and im- proved internal/external knowledge base guides and technical Design, implement and administration of VMware ESXi and VMware Essential for test environment.
* Design implement and day to day administration of AD, DNS, DHCP, File servers for DC.
* User ID, e-mail ID creation, deletion for DC users.
* Upgrade the child domain controller to Windows server 2008 in co-ordination with client’s team.
* Windows TFS 2010 proxy server installation, configuration and administration, Audit the servers to ensure compliance in terms of established standards, policies, and configuration guidelines.
* License Management for DC’s. Administration of Windows 2003/2008/2012/2016.
* System Administration of Symantec Antivirus server.
* Patch management for DC servers and Desktops using WSUS 3.0.
* Administration and support the production VMware environment which consists of DELL R710, DELL 2950 and SAN Storage DELL CX3-10 using VMware vSphere 5/6 suite.
* Implementing features like clustering, HA, DRS VMware vCenter Server, As a part of datacenter movement, migrate the production servers on VMware infrastructure from the datacenter. This migration was from VMware vSphere 4 to VMware vSphere 5 environment as well.
* Migrating servers from P2V, V2V and across platforms using VMware vCenter Converter.
* Performance monitoring for ESX servers and VM’s and installation of ESXiserver.
* Implement the disaster recovery for highly critical production servers using vRanger Replicator.
* Backup administration using Symantec Backup executive 2010 R3, R2 & DELL Tape Library.
* Administration of the clustered server environment using software load balancer Adobe ColdFusion 9.
* Update the web content on cluster environment through change management process
* Manage user accounts, permissions, email, and anti-virus solution.
* Implementing print server configuration and mapped personal folder using group policy.
* Install, implement, and manage Windows server operating systems, and support software/services in Windows infrastructure.
* Installation and configuration of WSUS 3 for windows patch management.
* Administer local and MPLS networks and aid in infrastructure design in order to maximize throughput, scalability, and uptime.
* Manage VoIP phone system and architecture.
* Configure Cisco and Procure switches and coordinate firewall changes.
* Monitor the performance and deliverable of key business systems and mobile applications.
* Develop processes and procedures to overcome challenges or increase efficiency across various lines of business.
* Expertise on PowerShell scripts for automating tasks and process for end to end automation Integration between AD/Exchange
* Installed, Deployed and maintenance of Enterprise Applications on Tomcat, IIS, Apache.
* Load Balancer with Web servers to provide scalability and reliability Installed and configured Sun ONE 6.x & Apache 2.x Web Server and integrated them with Web Logic

**Work Experience:**

**Dynamic Media Technologies - IT Support Miami - IT Specialist**

**01/2009 – 5/2011 - Miami –Fl**

* Provide Tier II & III desktop applications, hardware, and network support for all users, including local users as well as users at remote locations, Troubleshoot and resolve Software/Hardware/Networking issues.
* Provide telephone and/or desk side support for software applications, Train end users on use of equipment and software application functionality, Troubleshoot network connectivity issues.
* Provide emergency coverage on short notice and resolve the problem under pressure.
* Install and maintain network hardware and software, Install new users on Active Directory & Exchange Server

Perform system backups and data recovery, Resolve network communication problems independently.

* Support client service experience helping users by telephone and remote-control technology support various levels of desktop Operating Systems (Windows XP, Windows7,8, 10) & Microsoft Office Suites (XP, Office 2000 thru 2012).
* Configured and install Firewall SonicWall, Cisco, Sophos.
* Windows Active Directory, Microsoft Exchange Server, IIS, MAC, Windows Operating Systems, VPN, IP telephone hardware and software systems, Networking techniques to maximize flow of information: IP, DHCP, DNS, WAN, LAN,VPN, Active Directory, Network Policies, SCCM,VMware Virtual environments as well as storage administration, troubleshoot and fix hardware and software problems, Networking and server troubleshooting: bind IPs, lookup DNS information, run trace routes.
* In-depth knowledge of Dell/HP/IBM/EMC/NetApp hardware platforms including Cisco and Fortinet hardware and software.
* Use of Enterprise ticketing systems.
* Recover and rebuild a RAID on all major server brands
* Ability to patch, cables do runs over Cat5e and Cat6 cables, Cable/DSL/T1/Fiber Connections.
* Network Infrastructure (switches/routers/firewalls/port-forwarding.
* Windows Server 2016 DHCP load balanced failover design.
* Citrix XenApp design and rollout.
* Message Trace Tools, MX and SPF Records, Block Lists, SPAM, Email Filtering and Virus Protection

**Resorts-Advantage - IT Administrator**

**01/2005 – 12/2008 - Miami –Fl**

Give support to Miami office with over 60 users as well Mexico and Spain office with over 40 users in each site, maintain from windows servers to red hat Linux enterprise servers. The Novell Tree domain using 5 NetWare servers as well 2 iMac Xservers. connecting to Raritan smart console, maintain and support DNS/DHCP console, Novell Netware tree Console, Give support Zeacom desktop manager for agents, maintain and give support Avaya Site administrator for the PBX phone systems as well the Intuit messaging system for Avaya, connecting and give support to are external vendors ,

connecting them to Citrix XenApp farm Citrix MetaFrame Server and Citrix Presentation Server support server components Citrix Xenn App SDK, Citrix Virtual Channel SDK, Citrix ICA Client Object SDK, Citrix Web Interface SDK, Citrix

Simulation API SDK. Give support to the in-house pervasive client Module database also SQL database support, and Delphi client support for all users. Assist in maintaining the Purchase Order Register and tracking expenditure against purchase orders as required, Check invoice codes, Entering invoices received, Data entry of receivables, Registering incoming invoices and distributing to authorizers for approval prior to processing in the Matching invoices received with purchase orders Reconciliation of bank accounts and other accounts as directed, Follow up payable entries, Processing of accounts receivable invoices and Processing of monthly data files and revenue invoices, creation and data entry, build from scratch proxy server squid, and implemented in the network. Two years of software development experience in host side kernel networking on a network stack based on FreeBSD. Familiarity in working with TCP/IP, IPv4, IPv6 protocols in an environment which provides multithreading, multitenancy and High Availability support at Network Layer. Have filed for two patents in storage domain. Created strategic technology-transfer group to assist corporate efforts with TCP/IP, Delivered early flexible internetworking firewall and router products and network management administration tool.

**Palace-Resorts - Junior Admin**

**03/2002 – 12/2005 - Miami -Fl**

* Networking administration on how to install/configure WANs, LANs using TCP/IP, DHCP.
* How to Setup (IIS) and FTP services and also excellent on Active Directory Install/Configure,

DNS, WINS, setting up RAID. 2000/2003 Active Directory Forest hosting four companies with over

3000 users.

* Supported and Administer two (2) separate 'Two Nodes' Microsoft Exchange 2003 Server Cluster, with over five 5000 thousand mailboxes.
* Performed All Server upgrades and configurations in Forest, expert on PST, Archive, and nk2 files.
* Managed and maintain a sixty (6) Windows 2000/2003 Citrix Server Farm,
* Perform server and security audits, system backup restore procedures, and other recovery processes in accordance with the company's disaster recovery and business continuity strategies maintain up to 120 desktops & laptops in Miami branch including operating system from Win 98, win 2000, XP Pro. Setup digital certificates maintain server printers & scanners, Faxes, etc.

# educational experience

**ITT Technical Institute -** Miami, Fl – IT ISS Program

Bachelor’s of Science in Information System Cyber Security, 06/2015.

**ITT Technical Institute -** Miami, Fl – IT CNS Program (Networking)

Associate of Science in Information Technology - Computer Networking Systems, 6/2005.

**Fast Train -** Miami, Fl MIS - Program.

Degree – (MIS) Management Information System, 10/2009

**New Horizons Certifications:** A+, N+, S+, MCSA, 3G & 4G – CDMA, GSM, UMTS, iDEN, WiMAX, LTE

**Professional Affiliation** - Member Information Systems Security Association

**Bilingual -** English and *S*panish fluent.

**References -** Furnish upon request.