DARIUS R. WILLIAMS  
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OVERVIEW

IT specialist with 10+ years of professional experience in infrastructure data center and network operation support, system administrations, client facing, and disaster recovery procedures

TECHNICAL PROFICIENCIES

**PLATFORMS:**Windows Server 2016/2012/2003, Windows 10, MAC OS X, AWS, VMWare, NetApps, Dell HP, Cisco Routers/switches, Skype for Business.

**NETWORK APPLICATONS:** Exchange Server, SQL Server, Remote Desktop Terminal Services, VMware 5.5, Hyper-V, VNC

**PROTCOLS:**TCP/IP, DNS, WINS, DHCP, SNMP, SMTP, VPN, NAT, RAS, IPX/SPX, ISCSI, MobaXterm, SFTP

**CLOUD OPRATIONS** (Training)**:**Amazon Web Services, VMWare, Microsoft Azure, Python

**HIGH AVAILABILITY:**Clustering (Systems/Processor), Load Balancing  
(Hardware/Software), Front-End/Back-End, Distributed Applications, Virtual Server Farms, VM Server 5.5

**SERVERS/NETWORK/STORAGE:** SAN, NAS, Fiber-Channel/Host, SCSI Arrays, iSCSI, DLT NAS, Off-line Storage, Archiving, ADIC i2000/Scaler 100, Dell Power Vault 136T, Storage Tec L5500, TSM 5.0, Veritas Backup Exec 7.x, NetBackup 5.0, ACR Server. BrightStor, Decur Data fort, Gresham, Navisphere Manager, Cisco Routers/Switches 10/100/1000, Cat5, Fiber

**ENTERPRISE APPLICATONS:**PC Anywhere, IBM Director, HP Insight Manager, IP based KVM systems, Microsoft Office 2010, Trend Micro, Norton Antivirus, REMEDY Call Tracking, Merant Tracker, Intuit Track-IT, HP OpenView, ZABBIX, NetIQ, Solar Winds

EDUCATION & CERTIFICATIONS

**EDUCATION:** DeVry University - BS, Computer Information Systems, Atlanta GA 1999

West LA College - Network and Security Administration, Culver City, CA

**U.S. Military:** US Navy, Cryptologic Technician (CT), NAVSECGRU HANZA, Okinawa, Japan, 1988

**LinkedIn:** https://www.linkedin.com/in/darius-williams-3625a842



* VMware Certified Associate 6 **(VCA6-DCV)**
* Microsoft Certified Professional **(MCP)**
* CompTIA A+
* CompTIA Network +
* CompTIA Security +
* CompTIA Server +
* **West Los Angeles College *–*** *Currently pursing AWS Cloud / 8570 Compliance CompTIA Security+*

EXPERIENCE

**CoreLogic Solutions**

**Data Information Engineer, Operations**

(02/13 – 11/18) - Los Angeles, CA

Responsibilities:

* Provided support for enterprise applications, server and network infrastructure monitoring, ensuring rapid and appropriate response to any outage, service availability, performance or security issue.
* Management, distribution and follow-up of critical outage notifications to support teams and senior management.
* Developed, implemented system monitors to achieve defined SLAs per client agreements.
* Performed troubleshooting, triage, isolation and correction of server failures and network connection related issues.
* Participated in change management process, documentation updates, incident tracking to ensure timely updates and ticket closure.
* Assisted support engineers with client rollouts, enterprise patches and updates, server maintenance and system migrations.
* **Relevant Technologies:** Windows 2000/2003/2008 servers, IIS, Active Directory, SolarWinds, MS Office Applications.

**Deloitte**

**Data Canter Engineer, Infrastructure Operations**

(10/11 - 08/12) – Atlanta, GA

Responsibilities:

* Provided daily support for Deloitte’s Datacenter Operations Center, performing network and server configurations, storage operations management, and disaster recovery requirements.
* Created and managed project schedules for the roll-out of multiple projects and the provisioning of hardware devices.
* Spearheaded initiative for the reconfiguration of datacentre network cabinet spaces and cable (CAT6, fiber and twinax) path layout.
* Managed aspects of the (US based) server environments including administration, maintenance and technical support.
* Monitoring of HVAC, UPS, Fire suppression systems, PDU loads and the collection of power grid statistics.
* Assisted in the capacity planning and utilization assessment s of Datacenter technologies.
* Enhanced the IT infrastructure workflow by streamlining redundant processes and eliminating performance bottlenecks.
* **Relevant Technologies:** Windows Server, Cisco network devices, HVAC, UPS PDU’s

**Warner Bros. Entertainment Group**

**Network Operations Engineer**

(11/06 - 08/11) – Burbank, CA

Responsibilities:

* Provided monitoring of all enterprise system applications, servers hardware and network devices in the Datacenter.
* Performed system assessments, validation of system overall health, and file backup/restore verification.
* Creation and tracking of incidents and outages using Remedy CRM system.
* Performed scheduling and management of system enterprise TSM Backups applications and job streams.
* Coordinated break/fix support with internal desktop support teams and other third-party vendors.
* Created WIKI troubleshooting documentation and a knowledge repository to enhance overall workflow.
* Participated in system disaster recovery process and scenarios as a part of SOX compliance requirements.
* **Relevant Technologies:** TSM, Orion SolarWinds, EMC Navisphere and Clarion Systems.

**Bovis Lend Lease**

**NOC System Engineer – Backup Administrator**

(03/02 - 10/06) – Atlanta, GA

Responsibilities:

* Provided monitoring of servers and network devices across a global network of datacenter locations.
* Conducted root cause analysis where required to identify and isolate causes of problems and system failures.
* Administration of user system access and other credential related issues to meet security requirements.
* Assisted in patch management process of testing, deployment, patch level reports.
* Initiated change request in accordance with established change procedures to assure compliance.
* Executed nightly system backups and performed file restores as needed.
* Performed hardware and software installation, configuration and deployment of servers and workstations.
* **Relevant Technologies:** Windows Enterprise Server, UNIX, IBM, VERITAS Backup Exec, HP OpenView

**Legal Research Network**

**Client Support Engineer**

(01/00 - 2/02) – Los Angeles, CA

Responsibilities:

* Provide support to internal and external customers on all aspects of LRN’s proprietary applications, campaign set up, system generated e-mails, system reporting, user data management, and customization.
* Updated necessary tracking and reporting systems to ensure that group statistics can be tracked, managed and measured.
* Manage expectations of internal and external customers, ensuring capabilities are not exceeded to the detriment of the customer. Escalate issues related to capabilities where appropriate.
* Develop and administer training programs for administrative and reporting functions for all help desk administrators at partner companies.
* Assisted members of the support team with diagnosis, review and resolution of customer issues.
* **Relevant Technologies:** Windows, Unix, ISO9000, Quality Management Standards