Systems Administrator | SYSTEMS Engineer

*Client and Server Architecture | Networking | Process Implementation | Application Management | Operational Streamlining*

*Reports Generation | Management | Conflict Resolution | Project Management*

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|  | **Qualifications Profile** |  |

*Goal-focused, hardworking, and innovative IT engineering professional, with more than 14 years of experience in encompassing analysis, design, testing, and implementation of client-server and web-based architecture for Windows and web applications.*

*Well-versed in overseeing large-scale projects, with a proven track record of meeting project delivery and budget requirements while surpassing customer expectations. Armed with the proven ability to multitask in a competitive, multiplatform, and fast-paced environment. Effective at managing and monitoring all installed systems and infrastructure. Equipped with articulate communication and interpersonal skills in building positive work relationships with clients and professionals of all levels.*

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|  | **Professional Experience** |  |

**RB Computers, LLC | Canton, MI and Union City, CA 2015–Present**

*President / Owner / Freelancer / IT Consultant*

* Functioned effectively as field engineer accountable for supporting major retailers and small to enterprise businesses in the San Francisco-Bay and the metro-Detroit areas which included coordination of issues with several departments
* Provided assistance during the completion of several short-term projects
* Designed and developed several batch file, VBScript, PowerShell, and VBA scripts to automate system administration tasks, some of which include:
* Importing and organizing data from multiple sources and other worksheets
* Gathering physical server information
* Software inventory
* Managing virtual server infrastructures
* Served as lead analyst on a short-term project toward the planning and implementation of VoIP phone system with existing infrastructure
* Rendered support to a client as the lead IT support, administrator, and engineer responsible for updating to and implementing Windows Server 2012 R2, a virtualized infrastructure, and migrating shares to Windows Server 2012 R2, as well as updating network infrastructure to accommodate VOIP and multiple internet connections
* Offered assistance to remote teams with internet cutovers as well as with the replacement of network equipment
* Carried out site surveys and network discovery of IT equipment as well as the implementation of VoIP equipment
* Conducted troubleshooting of issues with Cisco ASA firewalls, telephony equipment, infrastructure cabling, carrier Internet connectivity, and printers

**Career Highlights:**

* Successfully implemented VLANs to segment traffic, such as data and voice for multiple sites, as well as flattened extraneous VLANs
* Conceptualized design of Disaster Recovery plans for network and systems infrastructures
* Assumed a dynamic role utilizing Windows Server and Cisco networking in order to implement the following:
* Mapping shared network drives based on security group membership
* User folder redirection
* DFS for file share redundancy
* Clustered Remote Desktop Services environment for redundancy, load balancing, and failover
* Cisco ASA as firewall and VPN endpoint with multiple internet connections as well as Active Directory authentication for single sign-on

**PC Mall Sales, Inc. (Services) / Sarcom (Kore1 Technologies)**

**Wayne County Airport Authority (WCAA) 2013–2015**

*Enterprise (Systems) Engineer*

* Effectively functioned as a team member, handling the entire server environment in two data centers, involving the following:
* Support of Dell-based server hardware
* Windows Server 2003, 2008, and 2012 environment
* VMWare ESXi Infrastructure w/ VMWare vCenter
* Administered NetBackup and maintained involvement with backup appliances (Tape Libraries & DR4100), as well as in the upgrade of NetBackup from 7.0 to 7.6.0.3
* Supported Exchange 2010, Blackberry, Android, Apple iOS, and Windows mobile devices, Microsoft SQL Server 2005, 2008, Symantec Endpoint Protection as Antivirus solution, and infrastructure
* Made use of PowerShell to administer local Exchange server, Exchange Online, automate system administration functions, and management of vCenter server farm

**Career Highlights:**

* Performed testing and documentation of the process for migrating to Windows 8 and Exchange Cloud Services from Exchange 2003
* Developed customized SQL queries used in simplifying tasks and collecting information
* Worked in coordination as a member of rotating on-call support team and managed employee terminations in accordance with documented procedures; as well as with SolarWinds Orion to track server uptime and statistics

**Tectum Holdings Incorporated (THI) | Ann Arbor, MI 2013**

*Network / Systems Engineer*

* Offered support of the IT Infrastructure for holding the company and its subsidiaries
* Used Active Directory forest and external trusts enabling cross-domain and forest authentication while maintaining independent Active Directory infrastructures for each company
* Led the migration of new network and server infrastructure of all facilities

**Career Highlights:**

* Conceptualized design and implementation of centralized help desk for holding the company and its subsidiaries
* Played an integral role in implementing and maintaining approximately 30 HP ProLiant and virtual servers corporate-wide
* Drove efforts for the implementation of the following:
* Exchange 2010 as corporate-wide e-mail solution
* Hyper-V version 3.0 (2012) as virtualization solution corporate-wide
* Barracuda cloud-based Anti-Spam as a corporate-wide solution
* Meraki Wireless access points with 802.1x authentication
* Citrix XenApp servers as remote application access solution for users
* Corporate-wide Help Desk ticketing system
* Network-based asset and inventory system for over 9 locations
* Desktop workstation imaging solution at Ann Arbor facility
* KMS server for local Microsoft product activation
* WSUS as Microsoft-based software update solution

**RB Computers, LLC | Canton, MI 2012–2013**

*President / Owner / Freelancer*

* Established a company to run service jobs throughout the greater metro-Detroit and Toledo areas

**Great Expressions Dental Centers – Corporate Office | Bloomfield Hills, MI 2011–2012**

*Network Administrator*

* Offered support to server environment located in a datacenter, which consisted of:
* Support of approximately 50 servers (HP ProLiant & Blade Servers)
* Maintenance of HP ProLiant Rack and Blade Servers
* VMWare ESXi Infrastructure w/ VMWare VCenter
* Citrix Presentation Server
* Held accountability in deploying updates and software for all desktop workstations using third-party deployment applications
* Supported Blackberry devices through Blackberry Professional Software; as well as Android, iOS-based, and Windows Mobile devices using ActiveSync
* Applied technical knowledge of using Solarwinds Orion to monitor uptime and other statistics for network devices and servers

**Career Highlights:**

* Served an integral role in completing the implementation of patching solution (WSUS) for all desktop workstations
* Implemented Terminal Services cluster to run proprietary applications
* A notable contribution with the integration of 30 newly acquired dental offices into existing infrastructure

**Meadowbrook Insurance Group | Southfield, MI 2011**

*Systems Administrator I – Data Center & Infrastructure Support Team*

* Rendered support to approximately 1000 users and 200 servers within the data center environment
* Executed vulnerability scans for threat assessments and documented resolutions
* Took charge of setting up and configuring APC InfraStruXure to render centralized management of networked Power Distribution Units (PDUs) and Environment Monitors

**Career Highlight:**

* Made use of VBScript to develop an Excel-based inventory of all servers and warranty information, disabling Java updates on all servers, as well as gathering Symantec Antivirus version and pattern information

**Patni Computer Systems (Patni Americas), Lifesecure| Brighton, MI 2010–2011**

*Senior Systems Engineer/Senior Engineer–Infrastructure Management*

* Rendered support to approximately 50 users which involved 6 remote users’ home offices throughout the United States, 3 co-located servers at 2 different sites, 9 on-site physical and virtual servers (using HyperV), and a Dell iSCSI-based SAN
* Created and implemented site-to-site VPN tunnels through WatchGuard Core and XTM-series firewalls to be used for remote users’ home offices

**Career Highlights:**

* Successfully implemented Forefront Client Security as antivirus/antispyware solution through the use of WSUS and MOM 2005
* Conceptualized and established Group Policy Objects (GPOs) to enable handling of customized WSUS configurations using WMI-based filtering (i.e. to isolate workstations) and enabling Windows Firewall   
  (which included organizational and department-based exclusions)

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|  | **Earlier Career** |  |

**Computer Specialist, LLC | Livonia, MI 2004–2010**

*IT/Network Support/Systems/Network Administrator/Technical Lead*

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|  | **Education** |  |

**Bachelor of Science - Business Administration, Concentration in Information Systems Management** 🞍 Dec 2012

Wayne State University | Detroit, MI

**Associate in Applied Science – Computer Information Systems, Programming Concentration** 🞍 Jul 2006

Schoolcraft Community College | Livonia, MI

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|  | **Certifications** |  |

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| ***Apple:*** | Certified Associate – Mac Integration |
| ***CompTIA:*** | A+ Network+, Linux+, Security+, Server+ |
| ***Dell:*** | DCSE: OnSite Troubleshooting, DCSE: Microsoft Windows 8, DCSE: Customer Induced Damage (CID), DCSE: Foundation 2010 Desktops, DCSE: Foundation 2010 Portables DCSE: Associate Server Certification V9.0, DCSE: Dell/EMC DataDomain Field Service, DCSE: Switches - PowerConnect 6224P / 6248P |
| ***Microsoft:*** | MCTS: Virtualization, MCP: Windows XP, MCP: Windows Server 2003 |
| ***VMWare:*** | VCA-DCV (Data Center Virtualization, VCA-Cloud, VCA-WM (Workforce Mobility) |

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|  | **Technical Acumen** |  |

Windows | Windows Server | Virtualization | Networking | Datacenters | Linux