**David A. Dole**

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**Career Goal**

My objective is to be part of an organization that makes a difference and impact on the people and/or environment around me. I look forward to applying my skill set in an organization where growth and advancement are encouraged and awarded.

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**PROFESSIONAL EXPERIENCE**

**Vector Aerospace** Everett, WA 2020

***IT Support Technician*** *– Onsite and remote support of technology infrastructure*

* Desktop support of many applications specific to user needs
* Set up and manage Windows Server 2003/2008/2012/2016 servers
* Project planning for network implementations
* Track user issues using Zendesk
* Maintain user VPN access and integration
* Manage local and offsite backups of servers
* Setup VoIP phones and configure VoIP system

**Keurig Dr Pepper Inc.** Sumner, WA 2019 - 2020

***Machine Operator*** *-Gain better understanding of Supply Chain and Manufacturing processes*

* Front of line K-cup packaging
* End of line packaging
* Palletizing and distribution of Keurig cases
* Maintain highest level of OEE

**AMS Technology** Tacoma, WA 2009 - 2018

***Network Engineer*** *-Provide remote support for companies that have no IT department*.

* Troubleshooting and maintenance of 1,200+ client workstations, servers, printers and networks
* Manage local and offsite backups of clients’ computers
* Manage AVG and Kaspersky antivirus on clients’ networks
* Set up and manage clients’ Windows Server 2003/2008/2012/2016 servers
* Disaster recovery planning for clients networks
* Project planning for clients network implementations
* Setup/Manage clients SonicWall, SnapGear and WatchGuard Firewalls
* Desktop support of many applications specific to clients’ needs

**Pioneer Property Group** Seattle, WA 2007 – 2008

***Systems/Network Administrator****-Starting as the Assistant Systems Administrator, I quickly proved my talents on both the systems and network side. This eventually led to me heading up network administration. After my director resigned I became the IT department, assuming the Director’s position.*

* Set up backup regiment using Retrospect. Responsible for daily backups and offsite storage
* 100% data retention and retrieval for SQL databases, file servers, IIS sites, QuickBooks
* Set up and administrate Microsoft Office SharePoint Server 2007
* Manage company intranet and public web services using IIS. Utilized NLB Cluster for load balancing and high availability
* Set up and maintain access to remote sales offices using WatchGuard hardware VPN tunnels over IPSEC
* Set up and maintain Mitel VoIP PBX infrastructure. Configure DID and internal routing. Set up VLANs to separate voice and data traffic
* Manage Windows Server 2003 Domain Controllers and Active Directory infrastructure
* Manage Exchange 2003 front end and back end servers. Monitor and troubleshoot OWA
* Set up Active Sync and certificates on smart phones for Windows Mobile Exchange synchronization
* Set up and deploy CRM 3.0. Support for CRM clients
* Set up and deploy Project Server 2003
* Set up AVG Server 7.5 on servers with AVG client push to desktops
* Implemented inventory tracking system for all hardware
* Network design and integration

**Premier Business Centers** Irvine, CA 2004 – 2007

***Sr. Network Engineer*** *– Starting as a network engineer in a help desk environment, I volunteered for every new layer 3 deployment that came up. Through hands on experience I became team lead and project manager for new layer 3 projects, as well as team help desk lead.*

* Implementation of network equipment for ISP management
* Report directly to the Director of IT
* Manage the Help Desk staff of three (3)
* Manage help desk staff daily ticket queue
* Point of contact for all help desk escalations
* Train help desk in new procedures and policies
* Coordinate staff schedules for on-site deployment
* Quality Control for all help desk assignments
* Client Desktop Support for XP and 2000 workstations
* Network design and integration
* Manage Windows Server 2000/2003 Domain Controllers for 46 site forest
* Manage Active Directory site replication to 46 remote sites
* Migrate from Exchange 5.5 to Exchange 2003
* Set up and deploy Exchange 2003 server
* Set up and deploy internal and external DNS servers
* Maintain company intranet and extranet using IIS
* Manage Cisco routers for client and employee internet access
* Set up and manage PIX firewalls from remote sites for corporate VPN access
* Manage Cisco Catalyst switches for client and employee internet access
* Remote management of servers, routers, firewalls, switches and desktops

**Remote Net** Irvine, CA 2003 – 2004

***Network Engineer*** *-Remotely manage servers and workstations facilitating university staff.*

* Remotely manage 6 client networks and network architecture
* Clients include 2 California Universities
* Technical Support for 4,000 students and 500 staff
* Network administration of over 25 servers including Windows 2000, Windows NT, Windows 2003,Exchange 5.5, Exchange 2003
* Maintain and implement Active Directory architecture
* Installation of servers and workstations