Richard Acquistapace

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Network Manager/Engineer with over 25 years experience in Information Technology operations. Expertise includes network design, integration, migration, security, administration, project management, programming and disaster recovery. Highly accomplished implementing comprehensive technician solutions within retail, financial, healthcare, and government and other environments.

### Experience

CUSTOMIZED COMPUTER SYSTEMS, San Leandro, CA June 2003 – February 2021

Network/Desktop Support

Specializing in the areas of systems and network engineering, administration, design and security. Building, troubleshooting, upgrading and repairing computers and laptops, including servers. Responsible for the worldwide support of over 15,000 UNIX HP and Windows 2003/2008/2012 servers including application issues for over 200 sites for a major retail company. Performed support and resolved UNIX and Windows server operating systems, applications, printers and wireless devices connectivity issues. Implemented UNIX and Windows backup and restore operations. Project Manager for the set up of new and upgrading existing retail locations. Manager in charge of the set up, coordination and delivery of Cisco routers, switches, POE wireless access points and phones. Migration of Windows XP/Vista computers to Windows 7/10 computers utilizing User State Migration Tool. Set up and supported all Macintosh wired/wireless networked desktops and iBooks on OS X 10.x operating systems. Set up and configure IPSec/VPN for secure connectivity for several companies. Setting up Microsoft 365 and utilizing Office 365 diagnostic toolkit for troubleshooting any issues within Office 365.

* Manage and train nine Cisco engineers who provide the setup and configuration of Cisco routers, switches and wireless access points.
* Successfully improved training by creating detailed documentation for Project Managers and Cisco lab technicians.

Technical Skills Applied: UNIX HP-UX 11.11, Microsoft 2008 R2, 2012 R2 Active Directory Domain Services, SCCM, Tivoli Storage Management, Ultrabac 7.0, IBM NetCool Suite, IBM WebSphere Application Server 7.0, Remedy 9, Track-it!, Visual Basic, UNIX BASH scripting.

Siemens Oncology Group, Concord, CA September 2000 - June 2003

Senior LAN/WAN Analyst

Effectively upgraded Novell NetWare 3.12 servers to NetWare 5.0 and Microsoft 2000 server to 2003 AD DS. Improved security and trained staff on hardware/software on Siemens' proprietary Linear Accelerator cancer treatment equipment.

* Successfully completed projects that significantly enhanced overall network performance and reliability, as well as contributing to staff development.

Stanford Health Care - ValleyCare, Livermore, CA October 1999 - September 2000

Network/Project Manager

As a contractor, I oversaw LAN/WANs, effectively managed seven Network Engineers on numerous concurrent projects as well as day-to-day troubleshooting. Redesigned a "flat" NetWare Directory Services tree to a comprehensive/logical "hierarchical" tree, upgraded NetWare 4.11 to 5.0 with Novell Cluster Services for failover, failback and load balancing.

* Project Manager for timely and successful upgrades, procuring new servers, desktops, printers, etc for "Year 2000" compatibility/compliance issues. Trained junior level administrators in NetWare and Windows Network Operating Systems.
* Increased the network capabilities and efficiency of staff by introducing new technologies and tools, including Windows NT4/Terminal Server, Novell SAA Gateway for AS/400 Printing, Symantec Ghost 5.1, Novell GroupWise 5.5/Internet Access, Novell ZenWorks 3 and BorderManager 3.5.

Parsons Engineering, Inc, Oakland, CA March 1997 - October 1999

Network Manager

Ensured reliable LAN/WAN connectivity for the firm’s Pacific Northwest operations. Upgraded NetWare 3.11 servers to NetWare 4.11. Implemented fractional and full T1 lines using Frame Relay connectivity. Worked with Cisco routers for filtering/security over the WAN. Installed and administered Novell GroupWise 5.1 for email and business scheduling.

* Saved the City of Oakland $1M by quickly diagnosing and resolving critical router issues.

Dodd Smith Dann Inc, Larkspur, CA April 1995 - March 1997

Network/Project Manager

Headed a major network redesign project encompassing Novell NetWare 3.11 network operating system, Windows 95 desktop, servers, workstations, laptops, security, cabling and training. Replaced failing 10Base-2 topology with 100Base-T topology cabling, switches and network interface cards. Installed and maintained Shiva ACS, Cheyenne Enterprise ArcServe 6.0, FAXServe, Wildcat BBS, and Saber LAN Workstation for MS-DOS.

* Enhanced the security and productivity of operations by upgrading Novell NetWare servers with the latest patches.
* Classroom instruction for Windows 95 desktop, MS Office Suite, Paradox 5.0, and others.

SyQuest Technologies, Fremont, CA February 1994 - April 1995

Network Manager

As a consultant, I drove multiple LAN/WAN projects, including upgrades, security and connectivity. Designed, installed, configured, maintained, and administered networks, workstations and cabling. Worked with all departments, i.e. Research and Development, Sales, Manufacturing, etc. Managed and trained four Network Administrators, including preparation for Novell NetWare certification testing.

* Led the timely and efficient installation of HP NetServers throughout CA.
* Successfully managed all LAN/WAN connectivity, maintenance, and software applications. Utilized UltraBac 7.0 for backup/disaster recovery.

Department Of Defense - Oakland Army Base, Oakland, CA October 1988 - February 1994

Network Engineer/Instructor

contractor (GS-15/Colonel status) for the Oakland Army Base, I administered Military Traffic Management Command - Western Area's (MTMC-WA) Novell NetWare local and wide area network. Worked with the Security Officer in charge of the base to provide proactive solutions to keep the Army base secured against any threats that would compromise security of the Military Traffic Command Section - Western Area. Assisted in the procurement of hardware and software for MTMC-WA. Solved day-to-day network and desktop/laptop issues. Worked directly under the Command Section and other non-civilian sections with highly sensitive hardware and software applications. Instructor for Windows 3.1, Higgins email, MS Word for DOS and others. The only contractor to qualify for a security clearance.

* Saved a multi-million dollar procurement of desktop computers by diagnosing and correcting a critical network connectivity issue. Worked directly with Colonels and Generals, as well as, senior civilian employees in the Command Section at the base.
* When all expertise was exhausted to solve critical hardware and software problems, I was the "go-to" individual that was able to resolve difficult issues.

### Areas of Expertise

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| * Project Management * Network Administration * Strong Technical Documentation * Security Training & Coaching | * Network Design & Implementation * Team Building and Mentoring * Critical Decision Making * IT Infrastructure Improvement * Software and hardware instructor | * Information Security Officer * Technical Troubleshooting * Programming * Troubleshooting, repair, upgrading computer hardware * Structure Improvement/Efficiency |

### Technical Skills

Platforms: Windows desktop XP/7/8.1/10, MS Office 2019, MS Office 365, Windows server 2008 R2/2012 R2/2016 R2, Remote Desktop Services, MS Exchange Server 2010, 2013, Novell NetWare (all versions), SUSE Linux 10 desktop/server, HP-UX 11.11, Red Hat Enterprise 6, VMware, Hyper-V, Macintosh OS X 10.x, AS/400, Android Phones, Tablets, OKTA, Jira, RingCentral.

Network

Tools: IBM NetCool Suite, Laplink RDP, MS SCCM v5.1, Solarwinds, Putty, Untangle Firewall, Wireshark.

Programming

Languages &

Scripting: Assembly, C#, HTML, Java, JavaScript, Powershell v1.0-v5.1, Python, SQL, UNIX/Linux Scripting, VB.NET.

Networking

Protocols: BGP, Ethernet, FTP, HDLC, ICMP, EIGRP, LMI, OSI, OSPF, POP3, RIPv2, RIPng, QOS, SNMP, SSH, SSL, TCP/IP Suite, Telnet, TFTP.

Storage

Methods: RAID 0-6/10/50, SAN, Cheyenne Enterprise ArcServe 6.0, DELL PowerVault Tape Backup, Symantec Backup Exec, NAS, UltraBac 7.0, Acronis, SCSI, SAS, SSD.

### Education

Bachelor of Science, Systems Engineering, University of Phoenix, Phoenix, AZ, 2009 - 2011

Computer Science, California State University, East Bay, Hayward, CA, 1986-1988

Associate of Arts, General Studies, Chabot College, Hayward, CA, 1983 - 1986

Certifications

Cisco Certified Network Associate

Microsoft Networking Technologies

CompTIA A+