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|  | **K E V I N S A N S B E R R Y** |
|  | Cell: 678.469.4363 |
|  | Email: ksans@comcast.net |

IT Professional with 10+ years of experience in network system development, integration and architecture including wireless and voice network infrastructures. Exceptional skills in system configurations management of switched and routed networks and related backups and restorations. Advanced technical knowledge of VoIP system design, implementation, monitoring, support and security along with hardware, software, topologies and protocols. Proficient in the configuration and optimization of VoIP equipment. Thorough understanding and full support capabilities of complex ACD systems as well as data and voice communication systems associated with Call Centers.

Successfully implementation of Boyd Gaming COVID-19 Mitel Disaster Recovery by routing VOIP phones from 27 Casino and Hotel locations around the country to Central Reservations in Las Vegas. This includes all ACD call centers, IVR’s and regular VOIP users.

Successfully implemented Teleworker set up for all users (Executives, Management, ACD, and IT Support to work remotely utilizing Mitel 6920, 6930 & 6940 phones at home.

Technical Skills

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| Aruba Wireless Technology |  | Meraki Wireless Technology |  | Ubiquiti Wireless Technology |
| Cisco 2900 & 3500 Series Switches |  | MFT |  | Vantive |
| Cisco 3700 & 3800 Series Switches |  | Microsoft Office 2007 & 2010 Suites |  | Vm Horizon |
| Cisco 3925 & 2811 ISR routers |  | Microsoft Office 2013 & 2016 Suites |  | VMware ESX & ESXi |
| Cisco & Shrew Soft |  | Netcool |  | VMware vCenter |
| Cisco ASA 5500 Series |  | New Relic |  | VMware vRealize |
| Cisco CUCM |  | Office 365 |  | VPN |
| Cisco Meraki |  | Panorama |  | Win SCP |
| Cisco Session Manager |  | PRTG |  | Windows Professional & XP |
| Clearpass (Aruba) |  | Qradar |  | Windows Vista |
| Commvault |  | Securelink |  | Windows 7, 8 & 10 |
| CTS |  | Service Now Ticketing System |  | Windows Server 2003 & 2008 R2 |
| CyberARK |  | Solarwinds Monitoring System |  | Windows 2012 & 2012 R2 |
| Filezilla |  | SolarWinds SFTP & TFTP |  | WSUS |
| Hypervisor Hyper V |  | StorSimple |  | Zendesk |
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Professional Experience



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| Boyd Gaming, Las Vegas, NV | August 2018 – April 2020 |
| Voice/Network I Engineer |  |

Responsibilities include:

* Troubleshooting Network & Voice outages and issue’s
* Implement Panorama Firewall Rules add and changes
* Implement ASA firewall Rules add and changes (Cisco ASDM)
* Aruba ClearPass Policy Manager
* vSphere Web Client
* Manage VMware Client (Snapshots, Migrate, Clones, Memory, Hard Drive & Vlan)
* Cisco Switch Voice And Data Vlan Changes (mRemoteNG, SecureCRT, Putty)
* Determine root cause and determination
* Add Polar into SolarWinds and Monitoring the Boyd Network using SolarWinds
* Qradar
* Securelink for Vendor Access
* VMware Horizon for Remote Access
* CyberArk Password Vault
* Helpme.net, join.me, GlobalMeet
* Active Directory (Add, Moves & Changes)
* DNS (Add, Changes & Scopes)
* Mitel VoIP implementation, testing, support and troubleshooting
* Installation and administration of Mitel phone systems, specifically 3300, 5000 & 6900 /miVoice 250
* Installation, training and maintenance of IP phones
* Call Center Administration
* MAC of all users utilizing MiCollab, MiVB.
* Creating ACD users via Yoursite Explorer.
* ACD Implementation, training and maintenance
* IVR and Call Routing programming and implementation
* Creating user voicemail via Nupoint Unified Messaging.
* Creating & managing user account MiVoice Call Recording Admin & Management Studio. (OAIsys & prairieFyre call recording)
* Create and generate reports via CCMWeb.
* Administering multimedia function of YSE for ACD users.
* Tracing calls utilizing Contact Center Client Inspectors.
* Utilizing MBG
* Coordinate testing and troubleshooting of Mitel systems
* Responsible for scheduling and management of resources for testing advance applications
* Document and escalate defects discovered during implementation and daily use.
* Work with clients to gather information regarding issues with call flow/director design and changes
* Mitel Trainer for the entire company
* VoIP - ShoreTel deployment support - VLAN support, routing support, QoS support
* MAC in active directory.
* MAC in DNS.
* Creating and editing DHCP scopes.
* Building servers in the development VMware environment.
* Monitor server space issues and clear out logs and expand disks on both SQL servers and non-SQL servers.
* Perform file or server restorations from the various backup systems like Commvault and StorSimple.
* Patch server vulnerabilities from Qualys scans.
* Work with various teams and vendors on a professional level to maintain their applications within our environment.

Kevin Sansberry – page 2

Professional Experience – continued



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| Pull-A-Part, Atlanta, GA | July 2015 – March 2018 |
| Jr. System Administrator |  |

* Designed and deployed a new wireless infrastructure utilizing 802.1X protocol that replaced the outdated Cisco wireless infrastructure without new Aruba Networks infrastructure in our corporate office.
* Configured and deployed Windows Server 2012R2 with host and two virtual Hyper V drives as a Domain Controller and SQL server at 17 store locations.
* Implemented automated recurrent backups of switching and routing devices on a weekly basis for all of our company’s twenty-five sites.
* Authored technical documentation for reference, troubleshooting, and cross training.
* Reduced network routing latency between the corporate office and twenty-five store locations by working together with our ISP (Peak10) in identifying route configuration resiliency issues.
* Project-managed network infrastructure changes and additions as well as successfully launched changes by authoring, maintaining, and using the organization’s project management tool, Jira.
* Monitored and executed help desk ticket requests and incidents to sustain business operations with Zendesk.
* Using Meraki and Ubiquiti Networks maintained switching, routing, and firewall wireless configurations.
* Updated and ensured that configurations were backed-up and maintained for future and disaster recovery (DR) use in VMware.
* Monitored primary MPLS and backup redundancy connection (Fiber, Comcast, AT&T Uverse and Aircards) for network outages utilizing PRTG.
* Replaced analog call center and deployed new Mitel VoIP call center system that included the install of softphone software, Contact Center and Oaysis recording system.
* Created, managed and terminated users accounts in Active Directory, Exchange, Office 365, etc.
* Added and removed level-specific permission for end users’ access to files/folders and exchange mailboxes.
* Utilization of windows deployment server to image and building servers and corporate call center and store desktops.

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| Six Twelve Magazine, Stone Mountain, GA | October 2009 – July 2015 |
| Promotion/Marketing & Editor, Self-Employed |  |

* Performed Internet, street and social media promotion for major and independent Hip Hop and R&B artists.
* Counseled and coached artists on best practice for building music career.
* Facilitated assistance to artists who required network placement of videos and music.
* Represented artists in a face-to-face customer negotiation servicing radio, DJ, program directors, A&R’s, magazines, websites and blogs for rotation and interviews.
* Interviewed potential artists and clients for magazine ad placements.
* Completed proof and final clearance of all written ads and pictures placed in magazine issues.
* Acted as special events, club and party host.

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| AT&T Mobility, Atlanta, GA | October 2007 – October 2009 |
| MNOC Tower Lights Lead |  |

* Identified and resolved technical issues related to incoming internal or external businesses and end users’ contacts and proactive notification systems.
* Performed FCC/FAA tower lights audit testing.
* Performed MTSO switch alarm testing (Power and External alarm testing).
* Interpreted and utilized Netcool to verify network outages.
* Verified and corrected severity, syntax and verbiage issues of alarms.
* Performed troubleshooting of alarming issues across network (Site-Probe-OSS-Netcool Collection Table-Netcool).
* Utilized Netcool Client (Omnibus).
* Opened, updated and closed trouble tickets in a timely manner.
* Conducted for new hire training.
* Responsible for initial coach and development of Tower Light team.
* Occasionally responsible for running the Morning Huddle meeting.

Kevin Sansberry – page 3

Professional Experience – continued



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| Cypress Communications, Atlanta, GA | June 2002 – July 2006 |
| Network Monitoring Engineer (noc) |  |

* Monitoring down circuits (T1, DS1, DS3, etc.)
* Performed circuit restoration and troubleshooting, contacting vendors for remote, intrusive, stress testing, etc. (MCI, XO, Bellsouth, etc.).
* Bellcore (Smartjack), Ansi (CSU) testing on circuits and bert testing to include test/turn up and test/accept.
* Supported helpdesk agent issues submitted via support tickets for Internet outages, DNS issues, email issues, latency, etc.
* Responsible for installation, disconnection and suspensions of customers and circuits.
* Dispatched technicians to circuits of known issue.

Education

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| Talladega College, Alabama | | | September 1989 – May 1992 |
| Bachelor of Arts in History/Pre-Law | |  |
| CGPA: 3.2 / 4.00 |  |

Achievements

MediaOne Road Runner Installation Course, Scholar-Athlete 1985, Pre-Law Society, Public Relations Committee, Honor Roll Recipient 1989 – 1990, First-team All-American, Academic All-American and new comer of the year 1989 – 1990, Employee of the Month July 2017 & December 2017.

Community Involvement

& Affiliations

Victory For The World Church, Member since 1995, Men’s Ministry Victory For The World Church, Member since 2000, Kappa Alpha PSI Incorporated, Member since 1990, Talladega College Alumni Association, Member since 1992