**PROFESSIONAL SUMMARY:**Windows Systems Engineer and VMWare VCP Certified with IT experience in server implementation, support, and design. Highly proficient in administering, installing, configuring hardware and software. Analytical and efficient professional capable of working independently or collaboratively in team. Excellent problem solving and troubleshooting skills with ability to communicate with support teams and management.

Strong Project Management skills and experience dealing with enterprise infrastructure: able to prioritize, multi-task, and work on several large scope projects simultaneously, working as a liaison between technical operations, product management, and business development as well as customers. Expertise in implementation of the ITIL3 support model; ITIL Process Champion for Incident, Change and Release as well as Configuration Management.

**EDUCATION:**Diploma: Computer Technical Support, the Chubb Institute, Jersey City, NJ , 2002.  
B.S. Business Administration, Thomas Edison State University, Trenton, NJ , 1994.

**PROFESSIONAL EXPERIENCE:  
Thomson Reuters  
Windows System Administrator / Systems Engineer 2004 – Nov 2014**Working as a systems engineer / administrator where I am responsible for project implementations dealing with building and troubleshooting servers for critical business needs. Responsibilities on daily basis include: Installing, upgrading, configuring and administering Microsoft products within a complex, multi-product environment . (Windows 2003 / 2008R2 / 2012 R2). Coordinate with Infrastructure Service Delivery Team and supporting plans for new technology implementations. In my current role, I support more than large environment 16000 servers, provide on-call support, perform hardware and software troubleshooting with respect to the company's business goals and technical objectives, and coordinate with other IT teams to facilitate timely issue resolution work with project engineering teams. Manage, maintain, implementing and configuring VMware vSphere environments vCenter, ESX, ESXi, 5.0, 5.1, physical to virtual migrations (P2V) using vCenter Converter, good understanding of virtualization concepts such as, SRM, DRS, distributed switches, virtualized storage, snapshots, VM LANS, Network I/O Control, Storage I/O Control, AutoDeploy, Web Client and vMotion Implementation. Familiarity with VMware system backup, security, monitoring tools, capacity planning and creation of VMware policies and procedures. Proficiency in scripting automation in Windows PowerShell, VMware PowerCLI . Create documentation on new tools and troubleshooting procedures for team members and users concerning Citrix Presentation 3.0 to 4.5 environments in all data centers. Active Directory administration dealing with creating and managing security modifications, user groups and business as usual requests. Follow Service Manager 9 Protocol in Incident and Change Management Process and help manage the daily flow of change management requests within my group.

Deploy power shell scripts in Active Directory domains to better manage and automate daily aspects of the TR environment. Windows Server Administration of Active Directory (Windows 2000 thru Windows 2008), DNS, OU, AD Site, Group Policy, Domains, Permissions, AD Security, AD Certificate Services, LDAP, Kerberos, Global Catalog, WINS, DHCP, Client, FRS, AD troubleshooting. Strong knowledge of Active Directory (Replication, DNS, Authentication, Group Policy, Sites, Subnets, FSMO Roles, Trusts, DFS, and the File and Print infrastructure. Led the Platform Server Support team in providing high quality technical support and ensuring smooth operation of the users' day-day computing. Implement the technology and service support model, and implementing all desktop standards and group policies. Work with facilities and network teams in testing, planning and coordinating server placements, rack allocations and user relocations in different offices. Streamlined server monitor efficiency by moving and standardizing on single monitoring solution. Implement and support Perfstat, Deploy and manage the monthly deployment of critical MS Patches using IBM/Tivoli BigFix BES Console. Work with TSM-Tivoli backup agents and scheduling device backup. Work with disaster recovery planning and coordination.

Environment:| Windows | Virtualization | Network | SAN | NAS | | Microsoft | VMware | Citrix | Cisco| | EMC | NetApp | DNS | DHCP | TCP/IP | Active Directory | Clustering || Implementation | Support | |Administration | Maintenance | Infrastructure | Systems | Engineer | Administrator | Disaster Recovery | Migration | Backup | Project | TSM | AVAMAR

**Compusa, Totowa, NJ 2004  
PC / Wireless Technician**● Installed, troubleshoot, and configured PC, printers, routers., network LAN devices

**Rentfusion, Pine Brook, NJ 2002 – 2004  
Computer / Network Technician**● Provided 2nd Tier support desktop support., test and configured business applications for deployment