

IT MANAGER

Summary

Ten years of management experience with a focus on team building and project management. Ten years of experience as a network engineer and systems administrator. The majority of my experience has been working with Microsoft, Dell, HP, IBM, Symantec, McAfee, Trend Micro and Cisco hardware and software business solutions. I have extensive experience with Microsoft Exchange Server. I am comfortable with Cisco command line IOS, VoIP, QoS tagging, layer 2, 3 and 4 switching and packet shaping. I have used Fluke OptiView, Wireshark, NetFlow Analyzer, Solarwinds Network Performance Monitor and SMS to assist me in the process of identifying network bottlenecks and performance issues. I have experience in business, education, medical and manufacturing environments. Recently, I have been working a great deal with Hyper-V, VMware and data loss prevention software.

Highlights

- Software Symantec Backup Exec, System Recovery, Endpoint Protection, Trend Micro, McAfee, ESET, Acronis, ShadowProtect, GFI, Crow Canyon, DameWare, Wireshark, NetFlow Analyzer, Splunk, SMS, Fluke OptiView, Solarwinds NPM, Microsoft Response Point, GP, CRM and SharePoint,
- Databases SQL, MySQL
- Hardware Servers, workstations, laptops, printers, smart phones, routers, switches, firewalls, wireless access points, LTO autoloaders, CCTV, PBX and IP phone systems, biometric scanners and readers
- Applications Apache, IIS, Cisco ASDM, Cisco VPN Client, MAS 90, Sage Medical Manager, BrainTree PACS/C-Arm, VMware, Citrix, SmartFilter, Imail, Websense, iPrism Web Security, Hyper-V, SonicWall Global VPN Client, Adobe, Foxit Phantom PDF, JobBOSS, Made2Manage ERP, Word, Excel, Access
- Industries Business, Manufacturing, Education and Medical
- Operating Systems Windows 2000 Server, Server 2003, Server 2008, Server 2012, Exchange Server(2000, 2003, 2007, 2010, 2013 & associated migration tools), Cisco IOS, Linux, Mac OS
- Methodologies project management, system analysis and design, business process flow
- Database maintenance
- System checks and troubleshooting
- Advanced troubleshooting
- Virus and spyware removal
- Computer diagnostics and repair
- Server management
- Hardware support and troubleshooting
- Highly motivated
- Resourceful
- Advanced knowledge of diagnostic techniques
- Advanced knowledge of security, firewalls and DLP

Accomplishments

Saved company over \$