**Aash Shah**

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Accomplished IT Professional with over 9 years of IT experience in a variety of industries. Extensive knowledge in all aspects of system administration. Implemented numerous solutions to help streamline IT production. A strong record of fixing all IT related issues in a timely and efficient manner. Strong ability to create all IT related documentation from the ground up. Ability to learn new skills quickly with disciplined work habits with a strong commitment to quality and excellence. Highly adept in working in many different environments and situations.

**WORK EXPERIENCE**

**Senior IT Engineer Wayne PA, Urban Crest, OH, and Bloomington, MN**

**DecisionOne Coprporation July 2015 to Present**

➢ Setup and configure networking equipment for customer projects.  
➢ Provide level 3 Support to customers and potential customers  
**➢ IT support relating to hardware/software technical issues involving core and ancillary systems and business applications, as well as virtual environments built on Citrix, Microsoft, and VMware**  
➢ Provide design, implementation, and support services for all customer technologies. This will include system requirements, compatibilities, specifications, processes and working parameters. Examples consist of: Windows Server, Exchange, SQL, Microsoft Office, etc.  
➢ Work at various levels in the design and coordination of large and complex projects  
➢ Engineer, implement and test system solutions for customers using technologies that meet their needs  
➢ Implement and support disaster recovery solutions  
**➢ Provide technical services and support at the network level: WAN and LAN connectivity, routers, firewalls, and security**  
➢ - System documentation and consulting services to include system reviews and recommendations  
**➢ Communication with customers as required: keeping them informed of incident progress, notifying them of impending changes or agreed outages**

**Senior Systems Administrator Farmington Hills, MI**

**Polylogical Solutions, LLC May 2015 to June 2015**

➢ Setup and configure networking equipment for customer projects.

➢ Technical Needs Assessments and Site Surveys  
➢ Provide level 3 Support to customers and potential customers  
➢ Assist sales in designing workable solutions for customer proposals

**Senior Systems Administrator Detroit, MI**

**Sachse Construction and Development Corporation December 2013 to May 2015**

➢Implementing, configuring, troubleshooting, and maintaining a VMware environment

➢Excellent experience and knowledge with designing installing and implementing VMware ESX server, VMware virtual center, setting up V-Motion, HA, DRS, and related VMware products such as VM Workstation, VMware converter VM Backup products and other products for virtualization

➢ Excellent experience with VMware update manager to install patches and updates on ESX hosts and virtual machines

➢ Excellent experience with designing and implementing VMware backup products and distracter recovery solutions.

➢ Good experience with installing/configuring and troubleshooting VMware Lab Manager and currently administrating multiple labs in Lab Manager and dealing with Lab Manager Issues

➢ **Responsible for installing configuring and troubleshooting on Windows NT/Windows 2000/2003 and 2008 servers using enterprise standards.**

➢ Make technical recommendations to management.

➢Identify administrative standards, issues and process improvement.

➢Implementation installing/troubleshooting Avaya IP Office 500 V2 VoIP system and currently administrating Avaya VoIP system.

➢ Good experience on Data Domain network storage devices, setting up DD430 and others Data Domain devices with CommVault for backup and replication backup to remote site on another Data Domain device.

➢ **Experience with SQL 2008 R2 and 2012 server.**

➢ Excellent experience of server hardware, software, devices and protocols.

➢ Excellent experience with data backup, mirroring and recovery such as CommVault, and Dell Foglight and

➢ Experience of fiber SAN/iSCSI SAN/NAS (Dell EqualLogic P4100E and P4100X) storage technology and work with SANs in VMware environments and troubleshooting SAN related issues and upgraded firmware of SANs in VMware and different environments.

➢ Troubleshooting skills both with hardware and software in windows environment.

➢ Experience with Symantec system center and good troubleshooting knowledge.

➢**Was responsible for installing/configuring/troubleshooting small Networks for remote job sites, installing configuring and troubleshooting wireless networks and Installing/troubleshooting Network printers and print server.**

➢ **Good experience with installing/troubleshooting and configuring windows 2008 and windows 2008 R2 servers Active Directories.**

➢Implementation of Dell Archive Manager for Archiving of Emails

➢Lead the Implementation of Enterprise upgrade of VMWare ESXi and VCenter from 5.1 to 5.5 (consisted 20 Hosts and over 200 VM 100% Virtualization)

➢Experience on Dell PowerEdge servers, Dell Desktops Dell Latitude Laptops

➢ **Daily Support of Exchange Server 2010**

➢ Good experience on RF devices and very good understanding of LAN/WAN environment

**Senior Global Systems Administrator Contractor Boston, MA**

**A123 SYSTEMS, INC April 2013 to September 2013**

➢Daily Responsibilities: Monitor, detect and overcome Tivoli Back Up issues, SEP 12 updates, Daily Meetings with IT Staff, Recommendations on projects as well as action plan development and integration planning.\   
➢ Supported a virtual comprised of 500 Servers spanned across 14 Hosts on ESX 4.1 and 5.0 in (largely virtual) as the sole admin.   
➢ **Primary Duties: Active Directory Upgrade Plan and install, Maintained Exchange 2007**➢ Support and Administer the health and welfare of AIX/Linux/Window server systems and associated user applications along with Upper level application support including all data services; internal product knowledge.   
➢ Support Global VMware architecture (4.1 and 5.1); create Hosts, VMs, Pools, and LUNS etc.   
➢ Upgraded to Citrix XenApp 6.5 - responsible for installing all app. packages for user community.   
➢ Led 2 Jr. System Administrators in Daily Activates as well as projects and mentoring.   
➢ Secondary Duties: A**ssist Oracle/SQL Database Teams in tier 3 support problems and projects, Created/Implemented WSUS Update Server, Recommended/Implemented purchase of new Tivoli Servers at 2 national sites from Windows Server 2003 to Windows 2008 R2 Enterprise**   
➢ Liaison for 4 IT Companies (Iron Mountain, Symantec, Tricore (AIX Unix) and ATS (Tivoli Backup)   
➢ Admin for Citrix Access Gateway to deliver remote connectivity to our Sales Force and the Citrix Meta Frame Server for delivery of needed applications remotely.   
➢ Created/Implemented WSUS 3.0 Update Server   
➢ Planned and supported VMware upgrade from 4.0 to 5.5, as well as provided technical docs for IT.   
➢ Team Lead to initiate a Data Center Migration Project from MA to MI   
➢ Co Team Lead in Company wide initiative for WAN Redesign with the Senior Global Network Engineer   
➢ Assisted in Migration of Core ERP (Oracle E Business Suite to QAD EE 2013) Systems to the cloud

**Senior Systems Engineer ITO Dearborn, MI**

**FORD MOTOR COMPANY October 2011 to April 2013**

➢**Work in the ITO and Hosted Engineering Group Managing and Supporting the Reliability and Availability and Scalability Lab (RAS Lab) for applications to use and test the RAS function before going to the Ford Production Environment. The Lab supports groups globally at Ford. Also Beta applications and hardware. Finally test future technologies that are coming to Ford through Enterprise Technology Group.**   
➢ Supported a lab environment comprised of 500 Servers spanned across 14 Hosts on ESX 4.1 and 5.0 in a Redundant VCenter and 4.1 and 5.0 Environments (largely virtual) as the sole administrator.   
➢ Supported upwards of 70 - 100 (concurrent) customer Teams within Ford, who would leverage the lab environment for various Engineering & Pilot efforts.   
➢ Maintained the integrity of the lab's VMware Infrastructure, including full migrations to the latest available versions, and balancing of available resources.   
➢ Setup and configured NetApp 2040 and 2240 Storage devices. Using NetApp On Command System Manager Ver 2.0 and 4.0 these included SAN & NAS, LUN creation and masking, NFS and CIFS shares.   
➢ **Built out environments based on customer specifications. These included any supported Ford certified operating systems and technologies, i.e. Windows, Linux, ESX, & AIX.**   
➢ Maintained lab Active Directory structure including account & schema management, domain controllers build outs, and forest level maintenance.   
**➢ Built and maintained database servers including Oracle 9i/10G/11G, SQL 2005/2008/2012. Also responsible for all DBA related tasks including database setup, customer data imports, modifying and executing vendor provided scripts, etc**   
➢ Configured Cisco Fiber Switches to support new ESX hosts, and servers requiring SAN connectivity.   
➢ Configured Load Balancing using Cisco Local Director   
➢ Managed Citrix Sandbox Environment for lab customers, which included creating published desktops and applications, troubleshooting application issues, setting up access for users and assisting users in configuring the Citrix Client to con

**Network Administrator Saginaw, MI**

**ANDREWS HOOPER PAVLIK, PLC March 2011 to October 2011**

➢ **Administer, maintain and backup Windows-based network of over 150 end users and 150 working assets, 25 production servers, on 4 Virtual Hosts) running Windows 2003, 2008, operating systems across nine different offices.**   
➢ Develop, manage and troubleshoot telephony, mobile, remote and home office networks for all partners and employees.   
➢ Select third party IT service providers and define and manage scope of work.

**Network Architect Troy, MI**

**COMMUNITY HOUSING NETWORK July 2009 to January 2011**

➢ **Designed, administered and managed Windows-based network of over 95 end users and 150 working assets, 5 production servers, and 6 development virtual machines running Windows 2003, 2008, Small Business Server 2008 operating systems.**   
➢ Architected and implemented security and redundancy/backup systems faster and at lower cost than budgeted (reduced overall IT expenditures by over 30% immediately upon taking position).

**Network Architect & Administrator (Contractor) New York, NY**

**OPTIMIZED TECHNOLOGY, LLC November 2007 to June 2009**

February 2000 - August 2006   
➢ **Provided IT and managed services and infrastructure to various medium and large businesses on various platforms on Windows 2000, 2003 and 2008. Setup & configured systems for Domain Controllers and Exchange, SQL and Print Server.   
➢ Companies contracted** with included:   
- MGM Mirage Hotels/Greektown Casino - on-site contract to manage server farm setup and transition for Detroit Casino   
- BioEnvision (NASDAQ - BINV) - on-site network management and engineering contract   
- Ford Motor Company - contract to maintain North American Operations IT infrastructure in dedicated Facility   
- Detroit Wastewater & Sewage Department - $1 million design, procurement and installation contract to develop new network   
- Comcast Cable - contract to configure, install, upgrade and maintain 500 workstations & 20 servers   
- Cheshire Consulting - on-site network engineering contract   
- CAE Tech - contract to deploy and maintain IT infrastructure   
- Active Response Group - on- and off-site network management and help-desk contract   
- Primary Support Solutions - on- and off-site network management contract with customer technical needs assessments

**Customer Support Engineer/IT Manager Bethlehem, PA**

**ELEVATION GROUP August 2006 to November 2007**

➢Provided first level support in recommending and troubleshooting hardware and software supporting SAP Business One. Responsible for Food and Beverage Industry; clients included Kraft Foods, Deep Foods and Bova Foods.   
➢ **Provided 24x7 support for Wintel servers in Southeastern PA data center. Duties included racking/cabling servers, operating system installation and support as well as hardware (HP, IBM and Dell servers) break-fix support.**

**EDUCATION**

**Associates in Business Information Technology Livonia, M**

**Schoolcraft College**

**CERTFICATIONS**

**MCSE (Microsoft Certified Systems Engineer) Windows NT 4.0 2000 2003**

**MCSA (Microsoft Certified Systems Administrator) Windows 2008 2008 R2 2012 R2 2016**

**VCP (VMWare Certified Professional) 2.0, 3.0, 4.0, 5.0 5.5 and 6.0(Pursuing 6.5)**

**CCNA (Certified Cisco Network Associate) 200-125**

**CCNP (Certified Cisco Network Professional) Routing and Switching 300-101 ROUTE 300-115 SWITCH (Pursuing 300-135 TSHOOT)**

**ADDITIONAL INFORMATION**

✓ Project Management

✓ Implementation Design

✓ Migrations/Upgrades

✓ Process Improvement

✓ Security Administration

✓ Technical Writing

**TECHNICAL EXPERTISE:**

**Operating Systems:**

**✓ Microsoft Windows 9X, XP, Vista, 7, 8 and Windows 10  
✓ Windows Server 2000, 2003, 2008,**

**R2 2012 R2 2016**  
✓ Linux Ubuntu   
✓ Unix

**Hardware:**

✓ Desktops Laptops Workstations   
✓ Servers   
✓ Cisco Routers   
✓ Switches & Hubs   
✓ Printers   
✓ VOIP Systems   
✓ RAID Controllers   
✓ SAN

**Network/Protocols:**

✓ LAN/WAN   
✓ TCP/IP Protocols   
✓ DNS DHCP WINS   
✓ SMTP   
✓ Terminal Services   
✓ VPN   
✓ FTP   
✓ TELNET   
✓ Wireless networks

**Software:**

**✓ Microsoft Exchange 2000-2013   
✓ Active Directory (Services and Management)**   
✓ VMware 3+,4+, and 5+   
**✓ MS Office Products (Word Excel, PowerPoint, Access, InfoPath, Outlook, Project, and Visio**   
✓ McAfee Policy Orchestrator   
✓ Symantec Backup Exec   
✓ Veeam   
✓ CA BrightStore   
✓ Tivoli TSM   
✓ Symantec Endpoint Protection   
✓ ARCserve   
✓ MS IIS Server   
✓ Desktop Authority   
✓ Dameware   
✓ Dell Open Manage Apps   
✓ **Microsoft SharePoint (SharePoint Services 2.0 3.0) 2K7, 2K10 and 2K13)**   
✓ Norton Ghost   
✓ Acronis   
**✓ SQL 7.0 2K, 2K5, 2K8 2K8R2**✓ Flex LM License Manager   
✓ SCCM   
✓ WSUS (2.0 and 3.0)   
✓ CA Client Manager   
✓ Altariss   
✓ EMC Data Domain