**Brian K. Sumsion**

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Cedar Hills, Utah

801-669-1469/801-216-4616

**Work Experience**

**Novarad – American Fork, Utah August 2017 to February 2018**

**External Technical Support Engineer**

* Installed, upgraded, and integrated PACS and RIS systems in HL7/DICOM/HIPAA environments
* Administrated Windows Server 2012 R2
* Configured and managed Symantec Endpoint Protection 14 for servers and workstations
* Utilized Microsoft Dynamics CRM 2016 and Skype for Business
* Collaborated with MS SharePoint
* Queried with PostgreSQL

**Veteran’s Administration National Service Desk – Salt Lake City, Utah Dec 2016 to April 2017**

***Contract* Internal Service Desk Technician**

* Obtained Public Trust Security clearance for HIPAA Compliance
* Used CA Service Desk Manager CRM
* Administrated Active Directory in a multi-factor authentication environment
* Basic Office 365 administration
* Configured Apple IOS and Android devices and resolved problems
* Utilized Citrix XenApp
* Monitored WAN with SolarWinds
* Good Technology mobile device management

**L-3 Communication Systems-West – Salt Lake City, Utah February 2016 to November 2016  
*Contract* System Administrator for Defense Federal Acquisition Regulation Supplement (DFARS)**

* Administrated Symantec Endpoint Protection 12.1 Client and Manager Firewall Policy
* Utilized NetIQ 8.7 Directory Resource Administration for Active Directory
* Collaborated with MS SharePoint
* Administrated LANDesk
* Followed ISO27001 framework and CIS Critical Security Controls
* Received review and training on Citrix XenApp 6.5, MS Exchange 2010, IBM BigFix 9.5, SCOM 2012, Office 2016, and PowerBroker 7

**Custom Register Solutions and Little Caesars Enterprises - Orem, Utah Aug 2015 to Jan 2016**

***Contract* Tier 3 Support/System Administrator/Lead Desktop Support Tech**

* Completed Caesar Vision POS tickets utilizing SQL 2012, HeidiSQL queries, and Redgate db compares
* Administrated VMware ESXi 5.5 hosting Windows Server 2012 R2 and Linux virtual machines
* Administrated Active Directory and McAfee ePO 5 server and anti-virus administration
* Completed Windows 7 to Windows 10 migration project
* Network engineering of HP switches and Palo Alto firewall administration
* Used ZenDesk and ServiceNow case ticketing systems

**Sinclair Oil - Salt Lake City, Utah November 2014 to August 2015**

**Desktop Support Technician and System/VDI Administrator**

• Administrated VMware ESXi 5.5, Horizon View 6.0 VDI, and Active Directory

* Managed clusters and hosts, took snapshots, cloned, managed memory, etc. of virtual machines
* Engineered and composed linked clones, pools, entitlements, and Dell/Wyse terminal firmware upgrades
* Used Salesforce for case ticketing
* Imaged laptops and desktops with Acronis
* Microsoft SCCM 2012 application deployment and some packaging
* Administrated NetApp 3.0 storage
* Supported Macintosh OS X and securely configured Apple and Android devices
* Administrated Windows Server 2008 R2, 2012 R2 w/ PowerShell scripting, and Symantec Backup Exec
* Basic network engineering of Cisco routers, switches, and utilized SecureCRT for port security

**CVS Caremark - Salt Lake City, Utah May 2014 to November 2014**

***Contract* System Administrator**

* Administrated VMware ESXi 5, Windows Server 2003, and 2008 R2 in production
* Administrated Active Directory and generated reports with Hyena
* WSUS security patching
* Administrated Exchange 2003
* Administrated Symantec NetBackup 7.6 and Enterprise Vault 10
* Administrated NetApp 2.2 storage
* Message administration of Websense 7.3
* Administration of Citrix Presentation 4.5 server
* McAfee ePolicy 4.6 server anti-virus administration
* Used LANDesk case ticketing and asset management system
* Check Point VPN policy
* MS SQL 2005 migration and administration
* Basic Unix administration
* Change Management/Control Board participation/leadership and HIPAA compliance

**PlanSource - Salt Lake City, Utah April 2013 to April 2014**

**Lead Desktop Support Technician and System Administrator**

* Symantec Ghost imaging & image creation, Macintosh OS X support
* Kaseya enterprise patch security compliance & application deployment
* Purchased hardware and software, managed inventory, and oversaw vendor work
* Administrated Windows Server 2008 R2, Active Directory, Exchange 2010, and Cisco UCM telephony
* Assisted with new Office 365 implementation and basic administration
* Designed small data center and engineered Cisco switches and Wi-Fi at office and disaster recovery sites
* Monitored WAN and responded to SolarWinds alerts
* Created Digital/Media Signage

**BD Medical - Sandy, Utah August 2012 to March 2013**

***Contract* Desktop Support Tech Tier 1 and 2/System Administrator**

* Used Remedy ticketing system and followed HIPAA compliance requirements
* Deployed applications and patches with Microsoft System Center Configuration Manager
* Configured Windows and Exchange virtual servers in VMware ESXi 5.1 environment

**AARP - Midvale, Utah June 2012 to August 2012**

***Contract* Project Lead, Desktop Tech, & Active Directory Admin for VMware VDI Upgrade**

**Rio Tinto - South Jordan, Utah July 2011 to May 2012**

***Contract* SCCM Patch Compliance Admin, Project Lead, and Secure Network Internet Gateway Support**

* Utilized Microsoft SCCM application and log file analysis
* Achieved 3 man team goal of 95% of 10,000 enterprise workstations and servers security patch compliance
* Administrated Exchange 2007 and VMWare ESX 4.1
* Conducted daily business unit divestments resource accountability meetings
* Resolved proxy.pac and firewall related issues
* Android and Apple messaging process documentation with associated Good Technology configuration

**Dyno Nobel - SLC, Utah May 2010 to July 2011**

**Helpdesk Technician/System Administrator**

* Imaged laptops and desktops using Altiris Deployment Server
* Administrated Windows Server 2003, 2008 R2 & Active Directory
* Configured BlackBerrys and resolved incidents
* Administrated SAP user security
* Administrated Cisco voice mail switch
* Monitored WAN with SolarWinds
* Utilized Salesforce

**Symantec - Lindon, Utah April 2009 to April 2010**

**Technical Support Engineer**

• Specialized in Altiris Patch Management 6 & 7

• Configured and tested customer environments in my VMware ESX lab

**Blue Cross Blue Shield of South Carolina - Columbia, SC January 2008 to December 2008**

***Contract* Senior Data Security Analyst/Administrator, Data Security Department**

* Administrated multi-network/data center WAN with Netware 6.5 Identity Manager and Active Directory
* Administrated Citrix/RSA SecurID
* Utilized RACF mainframe
* Prepared daily corporate user and group reports for HIPAA auditing purposes

**PacifiCorp - Portland, Oregon November 2001 to January 2008**

**Directory Object Administrator & Network Operations Analyst, Enterprise Operations Center**

* Administrated Novell Netware 6 and Active Directory WAN
* Configured network printers using iManager and HP Web Jetadmin
* Administrated Exchange 2003
* Administrated SAP user security
* Audited, reported, cleaned-up, and documented processes per SOX/GCC requirements, etc.
* Monitored SCADA system and corporate WAN using HP OpenView, SIM, Big Sister, and Foglight
* Utilized TSO mainframe for production control
* Performed tape operations duties including restores with NetBackup

**Nu Skin Enterprises - Provo, Utah June 1996 to September 2001 Technical Analyst 2 and Lead Helpdesk Technician for Distribution Center**

* Primary contact for Macintosh technical support
* Administrated Harris voice mail switch, voice and data cabled, and imaged Intermec RF hand scanners
* Administrated SAP user security

**Additional Skills**

* CompTIA A+, Security+, and MCP Certified
* Worked in multiple ITIL/ITSM environments
* Strongly extroverted and soft-skilled technician
* Years of experience with remote support tools e.g. Bomgar, Lync, SCCM, LANDesk, WebEx, LogMeIn
* Conversant German speaker and interpreter
* Certified Novell Netware 5.1, 4.11, and GroupWise 5.5 Administrator

**Education and Civic Accomplishments**

* Utah Valley University - Orem, UT - Received Associate and Institute of Religion degrees
* Eagle Scout and current Eagle guide and mentor, Boy Scouts of America
* Assistant coached two championship youth football teams