# Brett Trosin

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Experience

**Co-Owner at R & H Consulting**

March 2008 - Present (9+ years)

Design and install a global System Center Virtual Machine Manager connected to an existing VMware private cloud and AWS system. Hub sites for this installation are in Florida, New York, Ireland, Hong Kong, and Australia. Network latency and bandwidth had to be reconfigured to accommodate the new installation. This was designed to facilitate a move to Hyper-V clustered private cloud and Azure. Also designed and built a global Team Foundation Server installation for their development team.

Assisted with a redesign and build of a full System Center Suite for server and desktop management and configuration. This included having to reconfigure the existing Active Directory forest to accept the new system and streamline adding new users and computers.

Acquiring new clients

Short term projects for various companies and individuals

Upgrade and installation of new hardware and software for clients

Perform day to day administration of servers and workstations for clients in and around Austin.

Designed and installed networks for new locations for Trammell Crow residential

Performed software rollouts both desk side and through electronic software distribution

Perform monitoring and repairs of tape backup systems for several clients

Personnel management

Perform billing and collections

**Senior Systems Engineer at Texas Department of State Health Services – WIC** October 2009 - October 2016 (7 years 1 month)

I was an SME on the design team for the installation of a new development and test private cloud. After we completed the hardware installation, I was responsible for the installation and configuration of all of the OSes and software.  
  
Windows server installations and management.  
Microsoft System Center Management 2012r2 (Configuration Manager, Operations Manager, Data Protection Manager, Virtual Machine Manager)  
Microsoft Team Foundation Server  
  
VIrtualization  
•Management and installation of VMWare and Hyper V servers in Dev/Test/Prod environments  
•Hosts: 47 (43 VMWare, 4 Hyper-V)  
  
•Servers (All):   
85 VMware guests  
12 Hyper-V guests  
35 Physical servers  
  
  
Tasks and Responsibilities  
  
Server Management

•Installing and managing patches and performing maintenance on Dev/Test/Prod servers  
•MS SQL (SQL05 - SQL2012): 18  
5 physical clusters (active/passive)  
8 VM guests  
•Completion of requests to change existing server configurations and add new servers for Dev/Test/Prod  
•Preventative maintenance for servers with space, memory, bandwidth, processor utilization issues before customers notice utilizing System Center Operations Manager.

•Resolving issues with servers, desktops, and network that must be diagnosed using specialized tools such as Microsoft System Center, SolarWinds, etc

•Designed and deployed Configuration Manager to manage and image 300+ workstations in multiple locations  
•Writing powershell scripts for various processes  
•Cleaning and managing Active Directory  
•Syncing isolated test environment AD with current production  
  
Storage Management  
•Assessment of SAN configurations, backup and restores, etc  
•Backups to SAN storage and multiple tape libraries  
•Speced and procured an additional 60TB of storage for VNX  
•Managed and created LUNs as needed for the various servers  
  
Support Escalation  
•Assist developers resolving issues with SharePoint, TFS, ftp, SQL, finding memory leaks, diagnosing network issues, etc

**Sr. Consultant at Phoenix IT Consulting**

June 2002 - March 2008 (5 years 10 months)

Acquiring new clients

Day to day maintenance of client networks and workstations

Upgrade and installation of new hardware and software for clients

Assisted with the design of the exchange 5.5 – exchange 2003 upgrade for TDPRS

Designed and implemented Server 2003/Exchange 2003 systems for Pryor and Associates

Move 20,000 users from Motorola servers to the Freescale virus, email and login services

Perform day to day administration of servers and workstations for Trammell Crow Residential

Rebuild failed multi-server cluster for Ft Food Family Housing

Designed and installed WLAN networks at every Trammell Crow Residential site in Austin

Designed Multi-site WAN systems for TCR, Pryor and Associates, and Troublemaker Studios

Designed and installed wired networks for new locations for Trammell Crow residential

Installed monitoring systems for Texas Department of Information Resources, Troublemaker Studios, and Pryor and Associates

Performed software rollouts both desk side and through electronic software distribution

Perform monitoring and repairs of tape backup systems for several clients

Personnel management

During my time with Phoenix IT I have performed many duties. I've engineered and installed LANs and

WANs and done on-site and phone desktop support and network administration as well as software and hardware installation and support. I've built networks the initial wiring and repaired existing networking issues.

**Sr. Systems Administrator at Digital Anvil/Microsoft**

July 2001 - July 2002 (1 year 1 month)

Service and maintain existing SGI IRIX servers and artist workstations

Renegotiate and bring up to date support contracts for hardware and software throughout studio

Design and install secondary “DTAP” direct internet link network over existing cabling

Redesign and install updated tape backup system

Redesign and redeploy “render farm” 32 nodes cluster

Recode “back-end” server based web applications required for cluster management

Assist in the design and implementation of studio relocation into the new building

Assist with troubleshooting multiplayer networking system for PC based video game

Assist with testing of new XBOX games

Perform software support for graphics design packages (3D Studio Max, Maya, and Lightwave)

Perform level 3 and level 4 hardware support of all of the workstations (PC’s, SGI Octanes and O2s) assisting desktop support

My most important job description, given to me by the studio head, was “road block remover.” My responsibilities were to assess and remove any problems that might slow progress of the development cycle of the games. This involved every aspect of a game development studio, from making sure that the HVAC and electrical were working properly to helping to solve a code problem with the networking system in the multiplayer portion of the PC based video game (Freelancer).

In addition I was required to monitor almost every aspect of the build-out for Digital Anvil’s move into the CSC West building. This included everything from helping to locate space for storage closets to the design of the 5 separate networks that will be installed in the new building. I also had to assist with the design of the sound recording studios, video suite, and the teleconferencing systems to be installed in the conference rooms. All of this was in addition to the day-to-day maintenance of the studios computing infrastructure.

And in my spare time I also did voice work for a couple of the characters in Freelancer.

**Sr. Test Engineer at Crossroads Inc**

February 2001 - July 2001 (6 months)

Fibre channel hardware testing

Microsoft Windows NT 4.0 / 2000 testing

Sun Solaris 2.8 testing

My primary responsibility was to install and test the fibre channel devices manufactured by Crossroads with hardware and software from other manufacturers to confirm compatibility and reliability. This included setting up numerous Storage Area Networks to simulate customer configurations and sample real world configurations. This occasionally meant ATM connected SANs and LANs. Normally this would mean testing backup software (CA Arc Serve, Veritas Net Backup, Legato Networker) on Windows 2000, NT, Solaris, and HPUX platforms.

**Sr. Systems Administrator at Hot Data Inc**

September 2000 - November 2000 (3 months)

Solaris Systems Admin

NT 4.0 / 2000 Systems Administrator; I was responsible for the day-to-day maintenance of the 7 Solaris boxes both on the production and development sides of the business. I was also required to create databases in Oracle 8i and SQL server 7.0 and 2000. These included a 115 million-row database of persons living in the US. I designed the migration to Windows 2000 for the company utilizing Active Directory to allow for login of the east and west coast sales staff from anywhere within the corporate domain.

**Migration Consultant at Protective and Regulatory Service/Northrop Grumman**

March 2000 - September 2000 (7 months)

Create a plan for migrating users from Novell/MS Mail to NT/Exchange

Stabilize current MS Mail system to allow for smooth migration

Reconfigure Exchange infrastructure to allow for efficient use of developed programs

Migrate user accounts from Novell NDS to MS Directory

My main function was to implement an Exchange system that will be seamlessly usable for the 6800+ users scattered across the state of Texas. These users are located in 318 sites. Each of these sites connects to one of 13 demarcation points. Part of what must be overcome is that most of these users shared a 56 Kbps modem links from their site to the nodal, and the servers are only located in the nodal sites. .

In order to overcome the problem of file transfers and print services across a 56k modem link, I designed a system to use Windows Distributed File System and Directory Services to make it appear to the users that the files were located on the remote servers while in fact they were on the local network. This was a temporary fix to allow time for the networking team to replace the modem links with T1’s.

**NT Systems Administrator at Texas Education Agency**

May 1999 - August 1999 (4 months) Add and maintain NT servers

Design event-log storage system

Research software for implementation of Windows 2000

My position was to assist in the day-to-day maintenance of the current NT servers that are installed, and bring new servers on line as they arrive in anticipation of a “go live” sometime Q1 2000. These included IIS 3 and 4 servers, an Exchange server, several SQL 7 and Sybase 11x database servers.

I also ran system stability tests and workload tests of Windows 2000 in anticipation of its release. Win 2K proved to be a superior product to NT 4. Greater speed in web traffic and higher stability in a development environment, especially when using SQL Server 7.0. While the tests showed that the new operating system was capable of handling a much higher traffic flow, until its final release form is known I could not recommend that it be used.

**QA Test Engineer at Clear Commerce Corp**

February 1999 - May 1999 (4 months)

Test and certify e-commerce payment engines

Assist with code review of NT based product

Assist with design of updated Unix based product

Assist with administration of QA test servers

My primary responsibility was to test and certify the shipping payment engines, both NT and Unix, with several credit-card processing centers across the country. This required intimate knowledge of NT server with Site Server 3.0 Commerce Edition, Sun OS, Sun Solaris, HPUX, FreeBSD, as well as MS SQL Server 6.5 - 7.0 and Oracle 7.X – 8.X. It was necessary for me to help with the administration of the QA test-server farm. When I came onboard with the QA team they were in the midst of evaluations for test automation software. Due to my experience from Micro Medical I was called upon to assist in the evaluations. My personal choice in this instance was Win Runner. After spending a couple of weeks with it, I found it to be the best choice. Unfortunately during the testing senior management had decided to an engineer to create an in-house testing system.

Since the actual certification required so little of my time I also got involved with the code review process on the NT product. In this process we would go through the C++ code for the Site Server pipeline payment engine components looking for ways to tighten up the code. I also assisted the lead Unix programmer with the design of the new Unix payment engine.

**Sr. Network Administrator/System Administrator at Autobond Acceptance Corp**

December 1998 - January 1999 (2 months)

Redesign internal network

Design and implement internal/internet email system

Maintain 2 Novel and 3 NT servers

Support 150+ desktop systems windows 3.1 – NT workstation

Maintenance of an AT&T Definity PBX and Intuity Audix voicemail system

Design of intranet/Internet network security

Implementation of a FireBox firewall system

Design of high availability NT system

I was tasked with the upgrade of the network and server redesign to stabilize the internal network and to take control of the escalating problems on the users desktops. Began testing and small-scale implementation of SMS and MS Zero Admin Kit. Also installed Exchange Server 5.5

**Web Design Consultant / Systems Consultant at Chain Maille Fashions**

October 1998 - December 1998 (3 months)

Assist in the design of the e-commerce system scheduled to be implemented Q299

Design and implement internal/internet email system

Design of intranet/Internet network security

Assist with the design of an accounting package

Train owner on the day-to-day maintenance of the server Train owner in the fundamentals of web design.

Designed and configured a commerce system based on NT 4.0 servers using IIS 4.0, SQL Server, and Site Sever Commerce Edition. The goal of this was to make a single box to allow for web hosting and ecommerce for the internet, and to link the system to multiple sites around the country as needed for inventory tracking, accounts receivable, and accounts payable.

**Sr. NT Systems Administrator/Engineer, Assistant Sun Sysadmin, Network Admin/Engineer at USGS/ EROS Data Center**

October 1997 - October 1998 (1 year 1 month)

Assist in the design and deployment of EDC portion of Terraserver

Design and implement a secure high availability commerce system.

Assist with deployment of 100+ new NT Workstations

Beta Test NT 5.0 Server &amp; Workstation

Beta Test SQL Server 7.0

Test Email systems to replace Novell GroupWise (Notes, Exchange, Netscape)

Build &amp; Test Cluster server system using spare components (configuration totally unsupported by Microsoft)

Project Lead for the over all NT networking system center wide

Assistant Unix Systems Administration

This network includes 11 onsite and 4 offsite NT 4.0 servers, with 2 additional WINDD/Terminal servers. Connect local and remote NT servers running Routing-RAS. Setup 5 IIS 4.0 web/ftp/commerce/ESRI map servers.

Included with the Terraserver project was a Virtual Private Network spanning 10 states based on NT 4.0

Server and Terminal Server with Unix workstations and terminals, Win 95 and NT Workstation as clients. This Network used the Department Of the Interior (DOINET) closed network with the internet as a failsafe running MS VPN as a part of the overall security system. This system was put into place partly to create a centralized location for credit card processing and mostly to allow for centralized accounting and inventory across the country.

Shortly after I started with the company my supervisor received a promotion so those of us who could took over his day-to-day responsibilities. I assisted with the Sun (SunOS and Solaris) systems administration. We had upwards of 30 Sun servers located in the two computer labs. Plus we had over 300 Sun workstations, mostly Sparc-20s. We also had about the same number of Silicon Graphics servers that I helped maintain. I was also required to perform hardware maintenance on a Thinking Machines super computer. To find out more about projects that I worked on and with go to http://edcwww.cr.usgs.gov and http:// terraserver.microsoft.com

**Systems Admin/Engineer, Network Admin/Engineer, Development Engineer at Micro Medical Systems, Inc**

May 1995 - October 1997 (2 years 6 months)

Assist in the design and installation of software under development.

Installation of networks and software at client sites

Installation and maintenance of the internal and wan networks

Design and implementation of all intra/internet access

Installation and maintenance of corporate and client web site presence.

Choice, installation and maintenance of corporate E-mail system

The internal network included 5 NT 4.0 servers, 2 NetWare 3.12 servers, 2 RS/6000 AIX servers, 19 Win95 workstations, 1 NT4.0 workstation, 1 MAC, 2 HPUX Workstations, 2 Solaris-x86 workstations, and 4 remote sites. This network used a dialup modem connection between an internal NT server and a remote NT server running Routing-RAS, WEB, and FTP services. This was later brought fully in house when a T-1 line was brought to the office. This network is configured for full DHCP and WINS to allow full client server and peer-to-peer access. This system was connected to four remote sites across the Internet by use of the MS VPN system. The remote sites all had their own NT server to provide internet access as well as access to the internal corporate servers and databases. One of the remote sites was my own home where I have an NT Server based network with several workstations. At one point my personal network included 2 NT 4.0 servers, 1 RS/6000 AIX based server, a Novell NetWare 4.11 Server and a NetWare 3.12 server running Oracle 7.1.2.2.4 as a primary database test site. This network was created from spare parts to allow for the external testing of new software on the network prior to implementation on the development network, theoretically forestalling network outages.

**Systems Administrator at Internet of South Dakota**

September 1994 - May 1995 (9 months)

Assist in the development and implementation of access policies

Assist in the development and implementation of usage tracking policies

General systems maintenance

Localize and eliminate intruders from the system

These functions were performed on a pair of FreeBSD Unix system. During my time as systems administrator of this system I had to repel a number of security attacks on this system, including tracking one attack that came in from a breached modem access point at EROS data center.

**Network Admin/Engineer, Systems Admin/Engineer, Development Engineer at Computer Dimensions**

September 1991 - September 1994 (3 years 1 month)

Responsible for the production and installation of new networks and computer systems.

Routine maintenance of all client systems (this included most of the Hawkeye Bank and Trust corporation) Operating systems included DOS 3.3 – 6.22, Windows 3.0-3.11, NetWare 286-3.12, testing of Windows NT

3.1 Beta through deployment, AS/400, and System 36, plus many others no longer in existence.

I was responsible for the implementation of the wan systems that allowed the remote banks to connect with their parent back located in slightly larger towns around the region. The parent banks were then connected to the central mainframe in Des Moines by use of an SNA gateway and a package from Attachmate software.



Skills & Expertise

**VMware**

**System Center Operations Manager**

**System Cetner Service Manager**

**System Center Virtual Machine Manager**

**System Center Configuration Manger**

**System Center Data Protection Manger**

**Windows Server**

**SCOM**

**SCVMM**

**DHCP**

**Microsoft Exchange**

**Active Directory**

**Hardware**

**IIS**

**Operating Systems**

**Servers**

**System Administration**

**Troubleshooting**

**VPN**

**Network Administration**

**SAN**

**System Deployment**

**Computer Hardware**

**Dynamic Host Configuration Protocol (DHCP)**