**Brent J. Amsbaugh**

**senior engineer**

[**amsbaughb@gmail.com**](mailto:amsbaughb@gmail.com) **619-315-8519**

**Engineer with extensive 20+ years experience** and the ability to enhance a wide range of IT environments. Success in analyzing technical environments and providing in-depth business solutions.

Virutalization :: Network Engineering :: Active Directory Administration :: Regulatory Compliance   
:: Contingency Planning :: MS Exchange

SUMMARY OF QUALIFICATIONS

* Management of virtualized servers, email, onsite and offsite backups, IBM Blade Center, NAS, and SAN. (*Triton*)
* Reputation for diligently supporting mission critical 24/7 systems. Developed *reliable* ghost image for desktops and laptops used throughout the domain. Decreased time needed to deploy new computers by 75% and saved the company thousands of dollars in labor costs.(*Sequenom*)
* Outstanding IT and analysis skills combined with a strong focus on *getting the job done.* Developed a standardized service request form for use across all regions – decreased processing time by 60%. (*Kaiser Permanente)*
* Ability to lead projects paired with strong analytical skills.
* Deliver clear instructions when training users in the following organizations: U.S. Navy, Phoenix Health Corp, ACTT, EDS, Sequenom, Kaiser Permanente, Chevy Chase Bank, U.S. Department of Commerce, and Triton Communications
* Ability to teach curricula based on realistic business models: Subnet with TCP/IP, IT Help Desk, and Advanced Windows Administration Techniques.

Certifications

* Certificate in Network Security, Carroll Community College
* Microsoft Certified Professional (MCP) NT

Platforms and Tools

* *Software*: Microsoft Hyper-V, MS Exchange Server, MS Office, Veeam, Storegrid, Teamviewer, Logmein, Labtech, Norton Ghost, Multicast, IBM Tivoli, Lotus Notes, Norton Virus Protection Utilities, What's Up Gold, Remedy, Maximo, Remote Desktop, Symantec Backup Exec, Altiris, Quickbooks, NAS
* *Operating Systems*: Windows (7/8/10), Windows Server 2008, Windows Server 2012, Unix / Linux
* *Networks:* TCP/IP, VPN, NAS, SecureID, DNS, DDNS, DHCP, WINS, Citrix, RAS, SAN

Professional Experience

**Lead Engineer, May 2017 – Present**

**CMS, Woodlawn MD**

*The Centers for Medicare & Medicaid Services, CMS, is part of the Department of Health and Human Services (HHS). It is the mission of HHS to enhance and protect the health and well-being of all Americans. We fulfill that mission by providing for effective health and human services and fostering advances in medicine, public health, and social services.*

* Lead small team of Network and Systems engineers.
* Oversee, recommend and implement appropriate solutions and enhancements to ensure an improvement in system reliability and performance.
* Oversee and apply appropriate support packages/patches to maintain system integrity.
* Administer and Deploy Windows Servers (2008 R2, 2012 R2)
* Maintain over a dozen switches, in house Wi-FI, and several VLANs
* Active Directory Administration
* Microsoft Exchange Administration
* Experience with Change Management Procedures
* Microsoft PowerShell scripting.
* Supports complex data/media recoverability through system backups and database archive operations.
* Plans, coordinates and directs appropriate level data refresh strategies.
* Images, deploys, and troubleshoots Windows 8.1 desktop infrastructure.
* Develops and maintains appropriate system documentation to ensure that documentation is current.
* Oversee the maintenance of a library of system-supporting processes and procedure documentation.
* Interact with client management to answer questions, problems and requests regarding complex system issues.

**Desktop Support Analyst II, March 2017 – May 2017**

**T. Rowe Price, Baltimore MD**

*T. Rowe Price is an asset management firm focused on delivering global investment management excellence that investors can rely on—now and over the long term.*

* Primary contact for the business users for technical issues, production problems, and inquiries.
* Deploy computers to new users and tech refresh existing clients.
* Responsible for designing, implementing, documenting, and monitoring desktop solutions to improve the overall user experience.
* Scheduled routine off-hour and weekend support.
* Fast paced work environment and extremely team oriented.
* PowerShell scripting experience.
* Troubleshooting
* High attention to detail.

**Senior Systems Engineer, March 2012 – August 2016**

**Triton Communications, Millersville, Maryland**

*Triton Communications provides fully managed cloud solutions to small and mid-sized businesses in central Maryland.*

* Lead team of system administrators and help desk technicians.
* Managed over 100 virtual servers in data center and remote client sites.
* Managed onsite, offsite, and remote backups.
* Install And Configured over the Rack mount server.
* Managed over 40 Microsoft Exchange servers.
* Created virtual servers, installed and updated operating system.
* Created and managed third party smart host email infrastructure.
* Configured remote desktop services.
* Performed client site surveys.
* Researched best options and course of action based upon client needs.
* Wrote proposals for necessary hardware and software upgrades.
* Upgraded physical server, VOIP, switches, and routers as needed.
* Kept production servers running at better than 99% efficiency.
* Installed software in remote desktop environment.
* Installed and configure routers, content filters, and VPN’s.
* Tracked service requests via Labtech.

**SYSTEM ENGINEER July 2011 – March 2012**

**US Patent and Trademark Office, Alexandria, Virginia**

*The United States Patent and Trademark Office (USPTO) is the Federal agency for granting U.S. patents and registering trademarks. In doing this, the USPTO fulfills the mandate of the Constitution that the Executive branch "promote the progress of science and the useful arts by securing for limited times to inventors the exclusive right to their respective discoveries."*

* Configured IP printer ports as needed.
* Tested numerous printers for compatibility with Windows 7.
* Helped develop and test Unified Windows 7 image that functions across multiple platforms.
* Created and managed computer accounts in AD.
* Tested and evaluated potential equipment for vulnerability and compatibility with USPTO enterprise.
* Tracked assets via Dolphin system.
* Tracked service requests via Remedy.
* Documented all findings for presentation to USPTO.
* Partnered with manufacturers to determine best resource for our needs.
* Researched emerging technologies for possible incorporation into USPTO enterprise.

**DESKTOP SUPPORT ANALYST January 2011 – April 2011**

**McCormick & Co(Contract) Hunt Valley, Maryland**

*Since 1889, McCormick has been the Company to turn to for flavor expertise. Today the world relies on our treasured consumer brands, trusted ingredients and culinary know-how.*

*Retail outlets, food manufacturers and food service businesses - they all depend on our spices, seasonings and flavorings. McCormick is so prevalent throughout the food industry that it's very likely you enjoy the taste of McCormick every day.*

* Kept production and distribution centers running at better than 99% efficiency.
* Remotely administered computers and servers.
* Installed, configured, and troubleshoot software and hardware on desktop and laptop computers.
* Installed, configured, and maintained local and network printers.
* Troubleshot network connectivity issues.
* Troubleshot accounts in active directory.
* Reloaded computers as needed.
* Configured VPN access for remote users.
* Reset passwords and unlock accounts.
* Determined where computers are in replacement lifecycle.
* Called in vendors when needed to correct issues with printers, software, etc.
* Configure Lotus Notes e-mail and database clients.
* Thoroughly documented tickets.
* Wrote standard operating procedures.

**Windows system administrator March 2010 – September 2010**

**US DEPARTMENT OF COMMERCE(Contract), Essex, Maryland**

*The U.S. Department of Commerce has a broad mandate to advance economic growth, jobs, and opportunities for the American people. It has cross cutting responsibilities in the areas of trade, technology, entrepreneurship, economic development, environmental stewardship and statistical research and analysis.*

* Maintained and monitored Windows Server 2003 and 2008.
* Installed, configured, and maintained local printers, network printers, and peripherals.
* Monitored IBM SAN to ensure maximum availability and storage space.
* Performed troubleshooting on servers and backup tape drives as needed.
* Coordinated escalation to tier three and IBM when called for.
* Rebooted server and researched dump log after server crashed.
* Ensured that system availability exceeds 97% leading to greater throughput of data.
* Used Tivoli to remotely troubleshoot computers as needed.
* Tested IBM SAN connection hourly via websphere.
* Performed nightly backups and maintenance.
* Installed patches to Windows Server 2003 and 2008 servers nightly.
* Monitored servers and workstations for outages.
* Wrote standard operating procedures as needed.
* Powered off scanners nightly and power them on each morning.
* Queried databases for batches.
* Deleted batches as needed.
* Retrieved logs and send to IBML on a case-by-case basis.
* Repaired workstations, servers, printers, and high-speed scanners as needed.
* Documented all trouble tickets in Maximo.
* Ensured proper turnover to first shift.
* Performed trend analysis.
* Prepared tapes for both onsite and offsite storage.
* Stopped and started services as needed to ensure proper processing of data for US Census.

**Server Technician January 2010 – April 2010**

**CHEVY CHASE BANK (Contract), Laurel, Maryland**

*Chevy Chase Bank is one of the most familiar and trusted names in the greater Washington, D.C., area. As our region’s largest locally owned bank we take pride in championing what is important in a bank: personal service, community commitment, and the convenience of the region’s largest branch/ATM network.*

* Upgraded servers, DHCP scopes, routers, switches and associated printers in 252 branches throughout Maryland, DC, and Virginia.
* Installed, configured, and maintained local and network printers.
* Opened and close conference bridge each night.
* Ensured timely completion of branches thereby saving the company thousands of dollars in labor costs.
* Functioned as one of two moderators at the central office and as the point of contact between branches and the network engineers.
* Remotely configured printers, CSU/DSU equipment, and servers.
* Wrote standard operating procedures as needed.
* Reconfigured IP addresses remotely on servers.
* Remotely configured IP address settings on printers.
* Documented time that each step was completed.
* E-mailed supervisor when all branches are complete.
* Coordinated with Quality Assurance team to ensure that branch managers are satisfied that the upgrade was successful.

**Supervisor - Identity and Access Management Services April 2007 – December 2008**

**Kaiser PermanenteCorona, California**

*Kaiser Permanente is an integrated managed care organization, based in Oakland, California, United States, founded in 1945 by industrialist Henry Kaiser and physician Sidney Garfield.*

* Supervisor - Identity and Access Management Services responsible for supervising the following teams and applications for the enterprise: Active Directory, ID Coordinator, Lotus Notes, RAS, Service Request, and UNIX teams located in three separate geographic regions.
* Used Tivoli Identity Manager to manage identities throughout the enterprise.
* Motivated to take charge when business and technology gaps are found. Developed a standardized service request form for use across all regions – decreased processing time by 60%.
* Performed system administrator function for users in these areas when needed.
* Streamlined service request submittal processes nationwide. Ensured adherence to provisioning and de-provisioning standards and requirements.
* Planned staffing based on call volume and business needs.
* Ensured that service level agreements were routinely met by deploying available resources where needed.
* Interfaced with other business unites on a regular basis to further streamline the provisioning and de-provisioning process.
* Performed statistical reporting for review and performance management purposes.
* Used Remedy to track performance metrics for the analysts, assign parent tickets, perform post mortem analysis.
* Engaged in progression planning.
* Recognized top achievers within the organization.
* Wrote and delivered development plans, performance improvement plans, and warnings as needed.
* Met with the staff individually on a monthly basis to discuss professional development and training.

**Systems AdministratoR November 2006 - April 2007**

**Sequenom (Contract)San Diego, California**

*Sequenom is committed to providing the best genetic analysis products that translate genomic science into superior solutions for biomedical research, agricultural applications, molecular medicine and non-invasive prenatal diagnostics research, and potentially, clinical utility.*

* Systems Administrator responsible for administering UNIX workstations and servers including Windows Server 2003 R2 servers (print, database, and file).
* Used Tivoli Identity Manager to manage identities throughout the world.
* Developed *reliable* ghost image for desktops and laptops used throughout the domain. Decreased time needed to deploy new computers by 75% and saved the company thousands of dollars in labor costs.
* Used DHCP to manage IP addresses. Performed troubleshooting for connectivity issues.
* Configured ghost images for desktops, laptops, and servers. Configured Raid 1 and Raid 5 on several servers.
* Ensured enterprise virus definitions were up to date. Ensured that users had the proper group membership in AD.
* Ensured user and computer accounts are in the correct OU in AD. Followed computer naming conventions.
* Installed and configure software and hardware on servers, desktops and laptops. Installed and configure Windows Server 2003 R2 servers.
* Maintained inventory of servers, computers, printers, parts, and supplies.
* Monitored group policies in AD.
* Placed purchase orders for new computers and equipment. Provided desktop, laptop, printer, fax, and phone support to every level of the company.
* Reset passwords and account expiration dates when necessary.
* Supported Windows NT 4.0, 2000 Professional and Server, XP Professional, and Server 2003 Standard Edition.
* Tracked trouble calls using Trackit! system. Worked with other departments to configure ghost images of computers and servers.

**Home Depot Supply (Contract), San Diego, California March 2005– November 2006**

*The Home Depot (HD - New York Stock Exchange) is the world's largest home improvement specialty retailer, with 2,224 retail stores in all 50 states, the District of Columbia, Puerto Rico, U.S. Virgin Islands, 10 Canadian provinces, Mexico, and China.*

**Desktop Support Technician / Night Ops NOC Technician   
February 2006 - November 2006**

* Desktop Support Technician / Night Ops NOC Technician responsible for performing nightly backups.
* Ensured nightly backups and reports were completed promptly – allowed for 99% availability to the business. Saved the company over $300 K dollars.
* Sole technician on the night crew. Ensured the SLA’s are met on a nightly basis.
* Responsible for adhering to the daily schedule of tasks, maintaining the log within, and e-mailing nightly error reports and turnover log.
* Executed UNIX / Oracle night work and print reports generated from it.
* Answered trouble calls via phone and e-mail. Tracked all trouble calls via Remedy.
* Created user accounts, configured group membership, and reset passwords in Oracle, UNIX, and the Windows 2000 domain.
* Provided desktop support for applications such as Internet Explorer, MS Office variants, Avaya Fax, and Netscape as well as other applications.
* Assisted customers with configuring e-mail clients such as Outlook. Assisted with logon problems such as confirming username and resetting passwords.
* Configured printers in both Oracle and Windows.
* Supported both Windows 2000 and Windows XP clients. Supported both MS Office 2000 and 2003.
* Remotely administered client PCs using Desktop Authority. Assisted customers logging in via VPN and RAS.
* Monitored enterprise connectivity and take appropriate action when needed.

**Floor Lead / Assistant Department HeadMarch 2005 - February 2006**

* Floor Lead / Assistant Department Head responsible for assisting in management of approximately 20 associates.
* Ensured that store was ready to receive customers. Assisted customers and delegated jobs to associates when necessary.

**Help Desk Analyst Tier II / Navy and Marine Corps Intranet November 2002 - June 2004**

**Electronic Data Systems (Contract) San Diego, California**

*Electronic Data Systems Corporation (EDS) is a global technological services company.*

* Help Desk Analyst Tier II responsible as a Remote Access Service Subject Matter Expert and the Mission Critical Help Desk.
* Performed troubleshooting on connectivity issues. Wrote Remote Access Service procedure for West Coast help desk. Assisted in writing Tier 1 and Tier 2 certifications for agents.
* Provided desktop support for applications such as Internet Explorer, MS Office variants, Netscape, and other applications.
* Assisted customers with configuring e-mail clients such as Outlook. Answered trouble calls via phone and e-mail. Tracked all trouble calls via Remedy.
* Created user accounts, configured group membership, and reset passwords in the Windows 2000 domain. Configured printers within Windows 2000. Helped ensure that SLA’s were consistently met.
* Assisted customers with logon problems. Remotely administered profile / home directories via Terminal Services.
* Managed user and computer accounts in Active Directory. Assisted in writing Tier 1 and Tier 2 certifications for agents.

**MCSE / Net + Instructor June 2000 - June 2002**

**Advanced Computer Technology Training** Warrenville, Illinois

* MCSE / Net + Instructor responsible for teaching a Windows 2000 MCSE course and Network Plus.
* Taught subnetting lessons. Assisted in writing labs for classes.
* Performed 40 plus migrations from Windows NT to Windows 2000. Created Ghost images for classroom and production purposes.
* Taught Windows 2000 MCSE curriculum to over 350 students.
* Helped maintain five 20-computer networks separated by VLAN's. Managed internal domain and network.
* Managed trust relationship with parent domain in Baltimore.

Additional EXPERIENCE

* Field Service Technician / Desktop Support, Phoenix Health Corporation, Baltimore, MD, September 1999 - June 2000
* Data Processing Technician 2ND Class, US Navy, USS John C. Stennis, August 1994 - August 1999

Education

*Attending*

Carroll Community College 2016 - Present

training

* Security Operations Training, Baltimore Cyber Range, Baltimore, MD
* 1994 - 1999 US Navy Courses Nationwide - Attended numerous classes involving system administration, networking, and security.
* 1999, Advanced Computer Technology Training Baltimore, Maryland

professional associations / accomplishments

* Public Trust Clearance, US Commerce Department, 2010
* Awarded Bonus, Kaiser Permanente, Corona, California, 2007
* Secret Clearance, Navy Marine Corps Intranet Project, 2002 - 2004
* Top Secret, SCI, TK Clearance, US Navy, 1994 – 1999