

David Kooiman

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Senior IT Operations Specialist with over 18 years of experience managing enterprise infrastructure across Government, Banking, Energy, and Retail sectors. A versatile technical leader who bridges the gap between hands-on engineering—ranging from Data Center operations and Network Architecture to Endpoint Automation—and strategic operational improvement. Proven track record of executing complex multi-site migrations, ensuring regulatory compliance (CJIS/Audit), and standardizing IT processes for efficiency. Recognized for combining deep technical expertise with a service-first mindset, delivering white-glove support to executive stakeholders and mentoring high-performing technical teams.

Certifications

CompTIA	A+,Network+,Security+
CCNA	Cisco Certified Network Associate
Microsoft	AZ-900 (Azure Fundamentals)
	AZ-400 (Azure Administrator, estimated completion March 2026)
	MS-102(Microsoft 365 Administration , estimated completion June 2026)

Professional Experience

VERITEX BANK September 2020 - January 2026

Senior IT Operations Specialist

- **Network & Infrastructure Management:** Maintain the integrity of Houston's network infrastructure, including structured cabling in IDF rooms and troubleshooting Layer 2/3 issues on Cisco 9300 switches.
- **Endpoint Engineering:** Streamline device lifecycle management by utilizing Microsoft Autopilot for automated deployments and Tanium for real-time asset management and security patching.
- **Team Leadership & Process Improvement:** Mentor IT Operations specialists and author technical documentation/SOPs to standardize team processes and improve operational efficiency.
- **Incident Management:** Manage IT service requests and incidents via ServiceNow, ensuring accurate tracking and adherence to Service Level Agreements (SLAs).
- **Executive Support:** Provide "white-glove" technical support to executive leadership, ensuring rapid resolution of high-priority hardware and software issues.

FRANCESCA's COLLECTIONS

May 2018 -March 2020

IT Analyst

- **Retail Operations & POS Support:** Ensured business continuity for remote retail locations by providing Tier 2 support for Oracle Xstore Point-of-Sale (POS) applications and associated hardware peripherals.
- **Remote Network Administration:** Managed connectivity and security for distributed sites, troubleshooting FortiGate firewalls and workstation networking to minimize store downtime.
- **System Monitoring:** Proactively monitored health and workstation performance across remote sites identifying outages before they impacted store operations.

- DXC TECHNOLOGY** January 2018 -May 2018
- Storage Administrator (Contract)*
- **Enterprise Storage Provisioning:** Executed high-volume storage allocations and data migrations for enterprise clients, strictly adhering to customer specifications and capacity requirements.
 - **Automation Management:** Leveraged proprietary automation tools (SAT) to streamline storage delivery, ensuring accuracy in mass-provisioning workflows.
 - **Process Troubleshooting:** Diagnosed and resolved failures in automated batch processes, identifying logic errors in the provisioning workflow to prevent service delays.

- CHURCH SERVICES** June 2016 -September 2017
- Systems Engineer*
- **Infrastructure Migration & Projects:** Orchestrated a complete IT infrastructure relocation (Windows environment and Network), successfully migrating the data center and remote sites to a new location in just seven days with minimal downtime.
 - **Server & Storage Administration:** Engineered and maintained the core datacenter, managing Dell PowerEdge servers (R730/R720), EqualLogic PS4100 SANs, and RAID configurations. Managed NTFS permissions and CIFS shares to ensure data security.
 - **Virtualization Optimization:** Managed a VMware vSphere 6.5 environment, improving Type 1 hypervisor performance by analyzing resource metrics and right-sizing CPU/RAM provisioning for guest VMs.
 - **Network & Security:** Administered LAN/WAN connectivity, including MPLS circuits and Core Switching. Secured the edge using WatchGuard M570 appliances and implemented VoIP solutions for remote site connectivity.
 - **Systems Administration:** Managed critical enterprise applications including Active Directory, Exchange 2010, and SQL Server 2012 for ERP support.
 - **Disaster Recovery:** Ensured business continuity by managing Veeam backup strategies and disaster recovery protocols.

- HEWLETT PACKARD ENTERPRISE** MARCH 2016 -June 2016
- Web Hosting Engineer (Contract)*
- **IIS Migration & Modernization:** Migrated legacy web applications from end-of-life Windows Server 2003 (IIS 6.0) to Windows Server 2008 R2 (IIS 7.5), ensuring compatibility and improved security.
 - **Project Coordination:** Collaborated with Project Managers and Web Developers to schedule migration windows, validate application performance, and minimize downtime for business-critical sites.
 - **Security Compliance:** Managed the lifecycle of SSL certificates, ensuring timely renewals and secure, encrypted connections for all hosted applications.

- REPSOL** May 2014 -January 2016
- Systems Administrator (Contract)*
- **Infrastructure & Data Center Operations:** Managed the stability of critical Gas & Power applications and data center infrastructure. Executed the physical racking and configuration of IBM x3600 servers and supported the migration of Dell PowerEdge hardware to the CyrusOne colocation facility.
 - **Application & License Administration:** Maintained critical engineering workflows by managing FlexLM license servers for high-value Schlumberger applications. Troubleshoot and administer Forefront TMG web proxies to ensure secure connectivity.
 - **Identity & Access Management (IAM):** Administered Active Directory global groups to manage file/share permissions. Developed automated reporting for HR to identify and disable inactive user accounts, improving security hygiene.
 - **Compliance & Audit:** Collaborated with Internal Audit teams to remediate non-compliant local applications, developing action plans to ensure adherence to corporate and regulatory standards.

WOOD FOREST NATIONAL BANK
Network Operations Specialist

May 2013 -May 2014

- **NOC Operations:** Monitored critical banking transaction systems and infrastructure stability within a high-tempo Network Operations Center (NOC) environment.
- **Server & Application Monitoring:** Utilized Microsoft System Center Operations Manager (SCOM) 2012 to detect, diagnose, and resolve alerts across Windows Server (2003/2008/2012) and proprietary banking applications.
- **Network Health:** Proactively monitored network performance and connectivity using SolarWinds Orion, initiating rapid troubleshooting protocols to minimize service interruptions.
- **Incident Response:** Acted as the primary escalation point for mission-critical technical calls, consistently meeting strict Service Level Agreements (SLAs) for issue resolution.

CITY OF JERSEY VILLAGE
IT Specialist

December 2007 -May 2013

- **Public Sector Infrastructure Management:** Managed the end-to-end stability of city-wide IT operations, including data center hardware, network firewalls, and VoIP systems. Maintained Avaya 5520 switches and the Avaya CS1000 VoIP network.
- **Law Enforcement Technology:** Deployed and supported critical police infrastructure, including Coban in-car camera systems and Cisco 1700 routers for secure T1 connectivity to the Harris County Criminal Database.
- **Virtualization & Storage:** Architected a virtualized environment by deploying VMware ESX 4.0 (including HA and vMotion) and implementing an HP MSA 2012i SAN. Successfully virtualized obsolete physical servers to preserve sensitive legacy data.
- **Network Security:** Enhanced perimeter security by deploying Fortinet FG-200 firewalls and web filtering. Administered Strix Wireless Systems for municipal connectivity.
- **System Administration:** Managed the Windows Server 2008 ecosystem, including Active Directory, Group Policy, and Terminal Services to support critical court and accounting applications.
- **Process Improvement:** Modernized the support workflow by implementing Spiceworks as the city's centralized Help Desk portal. Created a knowledge base for Microsoft products to standardize troubleshooting.