Senior Systems Engineer Senior Systems Engineer Senior Systems Engineer - Summit Business Technologies Mount Airy, MD Work Experience Senior Systems Engineer Summit Business Technologies - Millersville, MD July 2017 to Present Primary Responsibilities: Design project plans and implement new IT solutions for managed services clients to meet their technology needs. Meet with key client decision makers to advise on the state of their technology infrastructure and provide recommendations for improvements as needed.   Provide ongoing operational support for all aspects of customer's information systems and technology infrastructure.   Provide on-site support to maintain client on premise solutions as well as maintain client information systems hosted in the cloud (Azure, AWS or hosted colocation environments).   Configure LAN/WAN topologies, perform server staging and deployment. Provide redundant systems where possible using high availability firewall configurations and VMware clustering.   Provide advanced troubleshooting of firewall configurations for units of various firewall manufacturers.   Maintain client storage systems and virtual infrastructure (VMware, Hyper-V)   Administer client Exchange servers and Office 365 solutions.   Support client email spam filtering, continuity, compliance and encryption services (Appriver).   Configure and deploy Sonicwall firewall's with key security services: DPI-SSL, GAV, IPS, App Control, CFS.   Implement adaptive 2-factor authentication solutions and secure single-sign on portals (OKTA, Centrify, Duo). Provide documentation and training for non-technical staff on its use.   Provide support for Remote App and Citrix solutions.   Manage and administer phone systems as needed (Shoretel, Avaya IP Office).   Design and implement backup strategy and disaster recovery plans that match client's expectation for downtime and storage requirements (Veeam and Storagecraft Shadow Protect).   Provide detailed client reporting and documentation on a regular basis.   Provide escalation support for additional support personnel. Team Lead/Sr. Systems Administrator Summit Business Technologies - Rockville, MD November 2015 to July 2017 Primary Responsibilities: Provide technical lead expertise to a team of remote systems administrators/desktop support engineers responsible for ramp-up/on-boarding of new enterprise level clients.   Serve as an escalation point for 8+ support engineers who provide break-fix oriented support to client networks, server infrastructure and desktop environments.   Provide advanced

troubleshooting of firewall configuration.   Configure SSL certificates on firewalls, web-based applications and Exchange.   Provide advanced Windows server troubleshooting of configuration in DNS, DHCP, Group Policy, RDS farms and NPS.   Manage/troubleshoot VMware hypervisors via vSphere / vCenter   Train and mentor new engineers on the processes and procedures designated by department management.   Design and present professional trainings on technical subjects to be recorded and distributed to Dataprise engineers for internal enrichment.   Evaluate new client documentation to construct training material and knowledge base articles for use of technical engineers.   Interface directly with client VIP's to communicate incident status and set expectations for open service issues. Sr. Systems/ Network Administrator Phoenix International Holdings, Inc - Largo, MD March 2014 to November 2015 Primary Responsibilities: Maintain an 8-site VPN WAN Active Directory environment, including all associated networking and server hardware, reporting directly to the technical lead.   Selection and configuration of new firewall and switching devices.   Maintain existing firewall and switching configurations, including backup and restoration of running configurations as needed.   Configured SSL-VPN on firewalls for remote access for users granted permission to work from outside the office.   Configure QOS to prioritize VOIP traffic, guest and corporate wireless, and critical systems data. Configure ACL's on each of these networks to protect from unauthorized or unintentional access.   Configure VLANs to isolate various wireless traffic, VOIP traffic and any other systems traffic as needed.   Configure any SNMP capable devices to report to the Network Monitoring System (OpManager)   Build out new sites in Active Directory and configure DCHP scopes and DNS servers as needed.   Create/Remove all Active Directory accounts and Exchange mailboxes for new/terminated users. Maintain Exchange storage groups and associate databases.   Maintain the Dell PowerVault SAN and associated SAN network. Implement new networked software applications, databases and associated license managers. Manage the upgrade schedule and maintenance of networked software titles.   Maintain enterprise phone system (Digium Switchvox) and SIP provider agreements.   Provide new site build plans and office relocation assistance for IT infrastructure.   Project cost associated with build initiatives and advise on their impact on the annual budget.   Procure communications for each site suitable for

supporting large replicated data sets.   Virtualize server infrastructure in the corporate headquarters using VMware ESXi.   Notable Accomplishments: Lead engineer in the implementation of enterprise level VOIP phone system (Digium Switchvox) and the procurement of SIP providers. Developed Java plug-in for Openfire Spark (IM client) to interface with Digium Switchvox for the purpose of communicating call presence by setting user status based on active calls.   Lead engineer in the ground-up rebuild and relocation of 3 remote offices.   Implemented secured wireless at 3 offices including separate corporate and guest networks using RADIUS authentication and captive portals.   Designed rugged rack mount systems for offshore, maritime job-specific applications. IT Technician II Phoenix International Holdings, Inc September 2010 to March 2014 Provided help desk support for end users.   Upgraded major software packages for Accounting and Engineering design software as well as the associated network components and databases. Maintained workstation and software inventory system. Designed software upgrades to the inventory system as needed to collect relevant data from workstations.   Managed group policy objects and developed administrative PowerShell and VB scripts.   Managed DFS namespaces and their replication.   Provided backup solutions for satellite offices to the corporate headquarters and long-term cloud backup using Barracuda hardware.   Designed software deployments and implemented them through group policy or VB scripting.   Supported Asterisk PBX system running on Linux.   Supported Linux based (Debian) proxy and gateway servers.   Notable Accomplishments: Designed custom engineering workstations purpose built for handling large Solidworks assemblies, halving the cost of design workstations while increasing their performance. Worked with vendors and service providers to cut cost of operation by negotiating contracts. Implemented managed Ethernet internet service when available. Field Technician Fast-Teks of MD - Mount Airy, MD November 2008 to September 2010   Installed and supported Point of Sale (POS) systems for large retail chains.   Designed and implemented new small business networks. Provided customer estimates for hardware and equipment needed for proposed work.   Supported small and large businesses for backup, server and network repairs, relocation, software integration, data recovery and malware removal.   Provided remote support for standard maintenance and

non-disaster troubleshooting.   Provided on-call assistance for critical retail systems.   Upgraded server and workstation operating systems in windows environments. Network/Systems Administrator Laytonsville Contractors LLC - Gaithersburg, MD November 2005 to October 2007   Sole technical employee tasked with the design, maintenance and support of a single site, single domain environment.   Procured and implemented networked software for accounting and job tracking.   Managed printer and file sharing to centralize data access across the network.   Maintained updates to the company website. Notable accomplishments: Implemented server presence and the ground-up build of an active directory network environment.   Implemented paper-to-digital file archiving and established short and long-term backup solutions. Education Microsoft Certified Professional Montgomery College - Rockville, MD 2005 to 2006 Skills Infrastructure management, Remote access, Switching, Systems administration, Vlan, Vmware, Vpn, Disaster recovery, Firewall, Exchange, Virtualization, Scripting, Voip, Wireless, Hyper-v, Systems management, Linux

Name: Cassandra Friedman

Email: tristan92@example.org

Phone: 001-526-211-7019x58928