

Infrastructure Manager Infrastructure Manager Infrastructure Manager - Driven Solutions McKinney, TX IT Infrastructure Security Manager with expertise in network operations, systems administration, PCI compliance, and leading successful IT Support teams. 15+ years experience delivering effective business-focused solutions and support. Work Experience Infrastructure Manager Driven Solutions August 2015 to Present Manage IT Support teams that provide 24/7 assistance across multiple call center locations Manage, configure, & maintain network equipment, making recommendations for expansion development projects, as necessary. Monitor & maintain physical servers, VMs, ESX hosts, UPS, other systems to ensure stability and performance expectations are met. Provide disaster recovery/incident response to global outages. Plan & execute scheduled maintenance windows (security patches, firmware upgrades, etc) with respect to business impact. Manage environment monitoring tools: Lansweeper, Splunk, Solarwinds, Nessus, & environment monitoring systems for IDF/DC. Manage SSL certificates for internal and external facing sites. Develop and manage IT budget and invoicing. Provide mentoring, training, and coaching for support teams. Technical resource to IT and Executive teams. Oversee all security access controls within the organization. PCI Internal Security Auditor. Initiate remote penetration testing to ensure compliance. Systems Administrator Sheplers Western Wear August 2011 to August 2015 Configure & manage Cisco ASA, routers, switches, & IP phones. Maintain scheduled backups for all production servers. Monitor servers and internal processes to ensure PCI compliance. Systems administration and maintenance of Exchange, Active Directory, print servers, etc. Identity & Access Management for all corporate systems and assets, as well as provide system level support for company applications. Provide technical support for local users and remote retail locations, as needed. IT Security Analyst PepsiCo March 2008 to August 2011 Administration of Identity and Access Management for hardware, operating systems, and application software on a global scale. Initiate and review quarterly security audits to manage user access and data. Create, modify, and disable employee access in all organizational environments, as required. Ensure adherence to SOX and Information Security guidelines in order to mitigate and minimize corporate risk. Provide support for Active Directory, Oracle, Identity Management, LDAP, SSO,

Exchange, and other legacy environments. Management of escalated issues to maintain SLA for PepsiCo's Information Security Group. Facilitate training classes for international and domestic helpdesk associates. Infrastructure Support Analyst PepsiCo March 2007 to March 2008 Address access, authentication, and synchronization issues with Exchange, Active Directory, LDAP, Identity Management, and other SSO environments. Isolate and resolve OS related issues including profile corruptions, GPO sync issues, registry modifications, virus/malware removals, and OS reloads in a mixed Windows and Mac environment. Resolve network connectivity issues involving VPN, wireless, network printing, & hardware failures. Facilitate training and on-boarding for new helpdesk personnel. Skills Cisco, Vmware, Data Center

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