

Desktop Engineer Desktop Engineer Drums, PA Authorized to work in the US for any employer

Work Experience Desktop Engineer Pocono Medical Center - East Stroudsburg, PA June 2009 to Present Responsibilities: Creating and maintain OS images within SCCM encrypted using BitLocker Packages, deploys, installs and administers all approved software with SCCM Software patching: MS and 3rd party using SCCM for all supported Operating Systems Performs desktop deployment automation architecture, design/migration and troubleshooting Citrix Administrator VMWare Administrator GPO Design/Implements as needed: Lockdown, folder redirection, IE11 Enterprise Mode Achievements: SCCM 2012 R2 adopted; implemented, administered and configured the SCCM Enterprise environment. SCCM/MDT Integration Zero Touch / Lite Touch for optional software during OSD Leading role with Windows XP conversion to Windows 7 project Developed/enacted a patch and update deployment strategy for 1,900+ Windows 7 endpoints (monthly) Designed and implemented SCCM distribution point design that served 600+ workstations at satellite locations Updated SCCM 1501, 1511, 1706, 1806 99% MS patch compliance for Windows 7/10 endpoints - 93% after initial SCCM push, 99% achieved through Tier 1 support team hands on for sensitive/business critical systems. Provided technical expertise, guidance and strategic recommendations to other IT groups regarding configuration, deployment, and imaging issues. Developed, implemented, and promotes standard operating procedures and schedules Conducted hardware and software audits to ensure compliance with established standards, policies, and configuration guidelines Tested/benchmarked/approved new hardware Citrix XenApp 5.5 6.1 conversion with no down time for end users IT Security Analyst Pocono Medical Center - East Stroudsburg, PA March 2013 to April 2014 IT Security Analyst Pocono Medical Center - East Stroudsburg, PA 2013/03-2014/04 Responsibilities: Tier 2 Support for Active Directory issues Account creation for 15 systems: MS Active Directory and 14 clinical systems containing PIM Auditing/Expiring accounts which had never occurred previously OS builds using LanDesk (Ivanti): OS Image creation (XP-Windows 7), application packaging MS Patching / 3rd Party patching / Software Upgrade support Exchange 2010 On-Premises Management Achievements: Started a regular patch cycle (quarterly) Expired 300+ accounts

due to lack of use or former employees from the 15 systems administered    Expired 120+ users  
from the systems administered by others    Automated accounts creation for AD and Exchange  
Education Bachelor's in Computer Science East Stroudsburg University of Pennsylvania - East  
Stroudsburg, PA January 2010 to May 2013 Bachelor's in Computer Security East Stroudsburg  
University of Pennsylvania - East Stroudsburg, PA January 2009 to May 2013 Skills Desktop  
Support, SCCM, Help Desk, Active Directory, Tech Support, Service Desk, Active Directory (9  
years), DOCUMENTATION (10+ years), ASSET MANAGEMENT (7 years), Citrix (3 years), Vmware  
(4 years), Microsoft Azure (1 year)

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