

Sr. Systems Engineer Sr. Systems Engineer Sr. Systems Engineer - Halfaker & Associates Safety Harbor, FL I am an energetic, passionate & professional Air Force Veteran with 15+ years of IT Infrastructure experience. My skills & experience are in the areas of Document Management Systems, Financial Support Systems, Help Desk / Technical Support, Network Design, Network Security, Network Management, Hosted Managed Services, Virtual technologies, Remote/Mobile Office Solutions, Project Management and Financial Systems Work Experience Sr. Systems Engineer Halfaker & Associates - Clearwater, FL August 2018 to Present Diagnose and resolve complex technical issues (Tier 3) Manage Active Directory, DNS, WINS, Account and Group Management, WSUS, and SCCM services Manage integration between Azure, AWS, and on-premise systems Implement and Manage DLP security between Office365 and Proofpoint email filters Manage all hardware, software upgrades and patches to OS/ hardware, and applications Perform server design and capacity planning Monitor server performance/issues Create and maintain comprehensive documentation as it relates to server and network topology, equipment, and configuration(s) Over-see after-hours upgrades, troubleshooting as needed. Identify, diagnose, and resolve network problems including network connectivity, traffic utilization, etc. using available network tools in a timely fashion SCCM Engineer Lead NTT/Amgen - Tampa, FL April 2018 to August 2018 Contractor) Provided configuration management planning using SCCM as the deployment solution Provide direction on Tier 3 tickets using an SCCM Infrastructure Lead a remote team of 10 SCCM Engineers in Romania and India Monitored standards compliance, as well as change and release implementation Provide technical solutions for complex issues problems gathered daily from end-users using Riverbed APM Managed RFCs and hands on Patch management, Software distribution and Image management Gave solution through Scripting technologies to automate process using Power Shell Logged, Scheduled and distributed workloads with Service now to reporting team members Gathered and submitted CAB orders with the ITIL V3 foundation model Provided configuration management planning Evaluated baseline deviations and making recommendations for rectifying them Reviewed and implemented CM plans, baselines, and milestones Sr. Financial Systems Analyst Holland & Knight

LLP - Tampa, FL August 2017 to April 2018 Manage system maintenance, monitor, disaster recovery, business continuity, and problem resolution for Aderant financial systems environment

Develop and maintain SQL databases and data systems necessary for projects and department functions Provide technical guidance and support to SQL based financial systems team members

Oversee all month-end closing and monthly maintenance processes Manage application upgrades and other system changes Monitor system performance with SCOM and proactively applies solutions to enhance system efficiency Analyze user and Windows system requirements and documents functional technical specifications for all financial system applications Execute corrective actions to ensure problems are not repeated Maintain procedural documentation for hardware deployment and decommissioning Troubleshoot and diagnose both hardware and software issues using SCCM Identify, oversee, and participate in the development of testing plans for the introduction of new systems/technology and changes to existing systems/technology

Executes testing and QA requirements in support of problem resolution Work with software vendors or internal resources to install, configure, and test applications Interface with IT Infrastructure Team Update and/or establish appropriate documentation for all work functions and responsibilities Provide application assistance and support to finance and accounting users

Systems Administrator Trenam Law - Tampa, FL March 2016 to August 2017 Work with cloud data center provider, setup, configure, and maintain server operating systems and the applications installed on them, such as SQL Server, SharePoint, Exchange, Remote Desktop Services, iManage WorkSite Server, and Aderant Expert Monitor the overall IT environment for performance and reliability using Microsoft administration tools Work with vendors and end-users to manage system/application patching and upgrades Administer Windows Server environment for desktop management, including maintaining application packages and deployment tasks Administrate Microsoft Intune for users that worked remotely or need to access their data off-site. Use security best practices on mobile devices such as phone and tablets by pushing policies via Intune console.

Support for ShoreTel VOIP telephone and voice mail systems Handle tickets from open to close, researching technical issues, documenting resolutions and any necessary escalation, in a timely

manner Communicate effectively with both unskilled and skilled PC users Handle sensitive and/or confidential documents and information Communicate with manager and client on job or deadline issues Special projects as assignments Provide Level 2 and overflow support Helpdesk Analysts Provide phone, email and in-person support to end-users. Primary software applications supported include Microsoft Office 2010 (Word, Excel, Outlook, PowerPoint), Windows 7, SharePoint, Adobe Acrobat Professional X, iManage FileSite 9.3 (Document Management System), and Aderant Expert 8.1.1(Accounting/Billing system) Utilize Azure console and integration tools for monitoring virtual servers, firm website, monitoring, backup and Sharepoint New employee account creation in Active Directory and other systems Use of Microsoft SCCM to deploy images, software packages and remotely control systems. Setup and support Mobile devices (Android, iPhone, iPad etc.) Prepare and setup PCs and laptops in offices Manage and maintain asset inventory database using Microsoft Excel and SharePoint Setup Audio/Visual needs for conferences, video conferencing and laptops for meetings Integration specialist for AWS and on-Premise systems. Systems Administrator III Bradley Law - Tampa, FL January 2015 to March 2016 Install new / rebuild existing servers and configure hardware, peripherals, services, settings, directories, storage, etc. in accordance with standards and project/operational requirements Install and configure systems such as supports infrastructure applications or Asset Management applications Develop and maintain installation and configuration procedures Contribute to and maintain system standards Use SCCM for providing software deployment design and implementation support, patch management, operating system deployment, and software and hardware inventory and reporting Research and recommend innovative, and where possible automated approaches for system administration tasks. Identify approaches that leverage our resources and provide economies of scale Perform daily system monitoring, verify the integrity and availability of all hardware, server resources, systems and key processes, review system and application logs, and verify completion of scheduled jobs such as backups Perform regular security monitoring to identify any possible intrusions Perform regular file archival and purge as necessary. Create, change, and delete user accounts per request Provide Tier III/other support

per request from various constituencies utilizing Azure console. Investigate and troubleshoot issues

Repair and recover from hardware or software failures. Coordinate and communicate with impacted constituencies

Apply OS patches and upgrades on a regular basis, and upgrade Microsoft administrative tools and utilities. Configure/add new services as necessary

Upgrade and configure system software that supports infrastructure applications or Asset - Management applications per project or operational needs

Maintain operational, configuration, or other procedures

Perform periodic performance reporting to support capacity planning

Perform ongoing performance tuning, hardware upgrades, and resource optimization as required

Configure CPU, memory, and disk partitions as required

Maintain data center environmental and monitoring equipment

IT Director Glenn Rasmussen, P.A - Tampa, FL June 2008 to January 2015

Support information technology strategies to advance the firm's law practice

Planning, developing, install, configuring, monitoring, maintaining Windows 2003 and 2008 Server and Active Directory, supporting, and optimizing all system and network hardware, software, connections, communication links, and associated operating systems

Identify, track, and prioritize technical problem tickets

Identify annual and long-term budget support for the information technology needs

Plan, coordinate, and conducting end user training for staff and lawyers using WebEx

On-Call Support, Server and Network administration, support VMware, Hyper-V Windows servers, Exchange and Citrix

Maintain EqualLogic SAN/NAS/storage support located in an off-site co-located facility

Document Management and application support

IT Director Midway Services - Clearwater, FL August 2006 to June 2008

Establish technology plans and produced data usage policies and established goals to the alignment of company's goals and the informational needs.

Rely on experience and judgment to plan and accomplish goals with Microsoft and HP server products

Perform Network Systems Administration duties with responsibility for the design and implementation of computer hardware, software and networks to support the operations teams.

Support personnel that service company accounts and customers

Analyze the needs of departments that establish priorities for feasibility studies through SQL reporting systems that directly affect the revenue cycle

Design implementation plans to develop and/or modify the

company's information processing and productivity tracking systems Sr. Network Administrator
Value Financial Services Inc - Maitland, FL September 1999 to August 2006 Plan, design,
configure and support internal and/or external networks for 80 different locations throughout the
South East Develop and maintain all systems Windows, applications, security, and remote office
configurations Troubleshoot network, desktop, terminal services, and server application
performance issues Advocate upgrades patches, new applications, and equipment Maintain an
automated solution that provides daily, weekly and monthly reporting to company financial officers
and managers Accurately document and report projected system interruption with follow up
reports that provide future solutions and work around Train office and field personnel on the basic
functions of the overall system, desktop, and network procedures that help secure a valuable and
engaged end-user Maintain constant communication via mobile phone solutions and 24/7
availability Configure Nortel phone solutions and PBX configurations

ADDITIONAL ROLES

FURNISHED UPON REQUEST Education AS in Management Information Systems Seminole State

College Skills Active directory, Cisco, Dns, Exchange, Firewalls, Scm, Sms, Solarwinds, Tcp/ip,
Adsi, Citrix, Dhcp, Ldap, Ospf, T-1, Tcp, Vmware, Vpn, Sql server, Sql Additional Information

TECHNOLOGY SKILLS: Crystal Reports / Enterprise V.8.5-11.0, SQL Server, HTML , PHP,

Visual Basics, PowerShell, Anti-virus Software, All Sage Accounting and Human Resource Software

Packages, Windows Server, Exchange Mail Server, Mimecast, MS Office Suite, Firewalls,

SonicWALL, Sophos, Watchdog, VPN, TCP/IP, DNS, DHCP, LDAP, GPO, SNMP, Active Directory,

ADSI, HP Procurve Switches, Cisco Switches, OSPF, Cable/DSL modems, PC Repair, VOIP

Systems, T-1, Wiring, Wireless, SCO Unix, Web development, Linux, Ubuntu, VMware, Hyper-V,

Veam, Citrix, Net Docs, iManage Document Management, Remote Data Centers, Rainmaker,

Hosted VOIP, vRanger, Digital Dictation, Document Comparison, Websites, PHP, Java and Social

Media Integration, SCOM, SCCM, Intune, SolarWinds, Acronis, Veritas, Secure Link, OpManager,

GFI, Spiceworks, ManageEngine, Excel, Word, PowerPoint, Visio, Sharepoint, OneNote, Office 365,

Azure, Aderant, Fiddler, Microsoft Network Monitor, Splunk, WireShark, SQL Scripting, SMS, WiFi,

Riverbed, OKTA, Data Loss Prevention, AWS, JAMF, SSL Certificate, Meraki, Rapid7, LDAP,

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