IT Infrastructure and Support Manager IT Infrastructure and Support Manager IT Infrastructure and Support Manager - Ancor Information Management China, MI Authorized to work in the US for any employer Work Experience IT Infrastructure and Support Manager Ancor Information Management 2018 to Present   Serve as project manager on all infrastructure projects   Serve as technical lead for infrastructure projects   Manage systems/network administrators   Manage the helpdesk to ensure exceptional service delivery Systems Engineer / Project Manager Ancor Information Management 2017 to 2018   Plan and deploy new systems to support operations   Manage web servers, firewalls and switches, database systems, storage area networks and off-premises Exchange   Manage backups including VMware virtual machines, file systems and MS SQL databases   Managed the migration from on-premises Exchange 2010 to off-premises Office 365 through a third-party contractor   Managed the migration of a datacenter from on premises to a virtual private cloud environment * Included the migration of a large volume of data, database systems, file servers, application servers and web servers * Managed and coordinated teams of internal and external resources Systems Administrator Ancor Information Management 2013 to 2017   Established a new System Center Configuration Manager 2012 R2 environment used for operating system deployment and software delivery   Managed the upgrade of legacy systems to Team Foundation Server 2012   Managed the installation of a backup system comprised of a physical HPE StoreOnce appliance, a virtual StoreOnce appliance and Data Protector software   Administered the Microsoft Exchange 2010 Environment   Managed of web servers running IIS and Apache on Windows   Maintained MS SQL Servers supporting several instances with many databases   Assisted developers in troubleshooting application problems   Performed new server builds as needed   Managed monthly patching of Windows servers Systems Administrator NCI Information Systems / Caelum Research Corporation 2007 to 2013   Provided professional desktop support to high-level managers   Managed the SCCM 2007 environment including upkeep of operating system deployment components and development and deployment of software packages   Served as the organization's print server administrator responsible for hundreds of networked printers   Administered MS SQL environment   Assisted on development of proof-of-concept

systems involving MySQL and PHP   Performed security audits on servers and fine-tuned configurations to meet security requirements Windows Systems Administrator Integrated Communications Solutions 2006 to 2007   Managed the routing of tickets to different administrative groups   Resolved issues reported by other administrators to the helpdesk   Installed server updates monthly   Implemented system changes All Source Intelligence Analyst United States Army 1996 to 2000 2002 to 2007, United States Army   Compiled intelligence information from various sources into reports in support of strategic, operational and combat missions   Supervised small groups of other soldiers as a non-commissioned officer Education Master of Science in Information Systems and Technology University of Michigan - Dearborn, MI 2018 Bachelor of Science in Information Systems Baker College - Flint, MI 2015 Skills SQL (10+ years), PHP (6 years), EXCHANGE (5 years), APACHE (4 years), IIS (4 years) Additional Information Skills Summary: Windows XP, 7 and 10 Windows Server 2000-2016 MS SQL Server SCCM MS Exchange (2010, 365) IIS Apache PHP JavaScript HTML SQL Firewalls/Switches Network Printing Networking DNS DHPC Group Policy Active Directory Advanced Troubleshooting Storage Area Networks IT Project Management

Name: William Davis

Email: kathleenwilliams@example.net

Phone: (966)558-2184