

Senior Infrastructure Engineer Senior Infrastructure Engineer Senior Infrastructure Engineer -
Hakkasan Group Las Vegas, NV Work Experience Senior Infrastructure Engineer Hakkasan Group -
Las Vegas, NV November 2014 to Present Started as a contractor and was hired full time in 2015
Solely responsible for the networks and infrastructure systems at 30+ locations. Responsible for
consultation, recommendations, and assisting in project planning for an additional 30+ locations.
Locations include multiple countries Planned, redesigned, reconfigured, and implemented
infrastructure upgrades and replacements (including switches, firewalls, WiFi, and Servers) for 23+
locations, including London Redesigned and rebuilt the corporate Active Directory structure
Migrated domain infrastructure from Server 2003 to Server 2012 R2 Migrated and upgraded
several Servers from 2003 to 2012 R2, as well as converting several from physical to virtual
Redesigned the Active Directory Replication Topology to increase performance and decrease
domain based issues Built Servers, physical and virtual, for various applications. Installed and
configured server based roles and features as well as client used applications Designed and
configured a Windows Deployment Services Server for PC imaging and deployment Migrated
several servers and client side applications to a COLO for our London environment Planned,
designed, configured, and implemented entire infrastructure systems for new restaurants
Designed and configured a new infrastructure system for a remote corporate office, including all
servers (physical and virtual), switches, firewalls and WiFi Redesigned and configured Site-to-Site
VPNs for several locations. Implemented 2 factor authentication for client-to-site VPN Responsible
for all infrastructure systems troubleshooting, repairs, and upgrades Provide guidance and training
for service desk team. Included several service desk members on engineering based projects for
training Network Administrator / Field Technician MyTechPro - Las Vegas, NV June 2013 to
November 2014 IT Support for over 30 small-mid size businesses including setup and
maintenance with only 2 technical employees, including myself Responsible for infrastructure
administration for all clients including multiple networks with several VLANs (Cisco and non-Cisco
related) Network application installation and support including at least 3 different programs
Responsible for all Servers (building, troubleshooting, and repair) until we hired a dedicated Server

engineer, shortly before my departure Windows Server 2003 - 2012 setup, support, and troubleshooting including domain controllers to file servers Network and server upgrades including domain migrations from Server 2003 to Server 2008 and 2012 Desktop and server virtualization with Hyper-V and ESXI Server upgrades and migrations Server backup configuration for several of our clients Help Desk Level 2 / Network Technician / Back Up Security Affinity Gaming - Las Vegas, NV April 2012 to June 2013 Responsible for troubleshooting users problems over the phone and trying to resolve them remotely, if unable to resolve properly fill out a ticket and ask for assistance or escalate to proper department Control password resets for most of the programs used as well as first level applications support Fix hardware/software related issues of PCs and printers Configure all necessary applications for use on users PC for deployment and fix if needed

Performed IT Security functions to cover for PTO involving user provisioning, access review, and access related troubleshooting Helpdesk Support Supervisor Sitel - Las Vegas, NV November 2010 to April 2012 Provide a second level of support for troubleshooting customer products and network connectivity Review and process account related requests using account management tools and escalate as needed Record all troubleshooting steps and call related information in Siebel

Provide customer service and explanations of policies and procedures to customers Education education The Learning Center - Las Vegas, NV January 2012 to May 2012 Skills Cisco, Vmware, Fortinet, Palo Alto, Microsoft Azure, Exchange Server, Meraki, Networking, Systems Military Service Branch: Army National Guard Service Country: United States Rank: E-4 SPC April 2009 to June 2015 IT Specialist (25B) In the Nevada ARNG for 6 years. Medically separated with service connected disabilities in 2015.

Name: Michaela Horne

Email: michelle13@example.org

Phone: 7417844772