

IT Engineer/ Project Manager IT Engineer/Project Manager IT Engineer/ Project Manager Morgan Hill, CA Work Experience IT Engineer/ Project Manager Cisco Systems 2015 to December 2018 Managed all projects during this time as well as concentrating on support of our main service, global DNS/DHCP Problem resolution and consultancy in DNS and DHCP. Provided OnCall support. Worked with multiple business units on DNS configuration and strategies to maximize performance.

System administration, systems management, troubleshooting for enterprise-wide DNS and DHCP infrastructure. Developed infrastructure solutions for large enterprise deployments, spanning all OSI layers, supporting a user-base of hundreds of thousands. Much of the work is on an international basis, with teams and colleagues in all continents and almost all time zones. Linux based application management, monitoring, and performance tuning on 500+ Servers. Planned and executed Cisco's global DHCP resiliency managing multiple teams outside of our organization. This was critical in reducing any chance for a DHCP outage in any global time zone. Planned, scheduled, and participated in multiple hardware upgrades of production servers on multiple platforms including Sun, HP, and UCS. CISCO SYSTEMS - San Jose, CA 1997 to 2018 Project Manager 2002 to 2015 Managed the racking and stacking of servers and network equipment and provided full troubleshooting and hardware repair for Cisco's internal servers worldwide. Built and maintained software developers' workstations including all upgrades. Built and maintained a lab environment with multiple server types for software development team. This included managing all networking and power as well as the design layout. Created PO's and ordered hardware for upgrades and facilitated shipment and installation of servers/network hardware for 13 global sites. Built out the infrastructure once it was installed and ensured it was production ready. Coordinated and scheduled all meetings and change requests for group and tracked progress on all projects and reported status to management, to ensure timely completion of all projects. Created and maintained dynamic Roadmap for the team and management to keep all projects on schedule as well as prioritizing the teams path. Traveled to multiple global site and reconfigured multiple racks of servers and network equipment for maximum throughput and efficiency. Supported multiple Critical applications for in house built Cisco tools including but not limited to; systems monitoring,

paging, data collection, web servers and database servers. Built and supported platform for Science logic servers. Also populated Science logic during transition from in house tool. Roles Prior to 2002 include: Unix/Linux system administrator - Maintained/troubleshoot/deployed/upgraded servers & systems. Implemented HP OpenView for the monitoring of our production servers. Operations lead - Monitored all business critical servers and applications and managed escalations for outages and issues from onset to resolution. Communicated all critical outages and business-impacting cases to senior management. Education Computer Science De Anza College - Cupertino, CA Skills Team management, Optimization, Risk management, PMP Links <http://www.linkedin.com/in/james-ramon> Additional Information AREAS OF EXPERTISE Process Optimization Performance Reporting Stakeholder Relations Scope Control Risk Management Team management TECHNICAL SUMMARY Science Logic Service Now Unix/Linux IPAM DNS Bind DHCP CNR Cisco IOS Agile JIRA Kanban GIT Word Excel Power Point

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