Technical Account Manager Technical Account Manager Technical Account Manager - Actifio Inc

Orange Park, FL Work Experience Technical Account Manager Actifio Inc November 2017 to

Present   Responsible for 1.8 million a year in expansion revenue, achieved 200% +   Provide

Escalation Management on SEV 1 cases foreach assigned client   Manage a client list of 15-20

accounts across the Southeast Region   Works closely with each assigned Sales Team to service

and target new opportunities   Act of voice of customer internally   Provide technical guidance in

regards to current solution and advise on updates and product roadmaps   Responsible for full

adoption of product allowing for expansion   Interact with all levels of client teams from Engineers to

CIO's to VP's at places like Delta, Travelport, Duke Energy and LPL Financial to name a few System

Security Analyst SFTP Management July 2016 to November 2017   SSL Certificate Management

Actifio Backup Solution Management   Patch Management   SFTP Management   Security

monitoring   Decommissioning of legacy systems   Datacenter management - (SunGard Availability

Services) IT Engineer - Hosting Operations FIS Global - (SunGard/AvantGard) December 2011 to

July 2016   Responsible for Citrix Upgrade project   Project Management   Vendor Management

SAN Performance review and design project   Decommission Process Mapping   Manage daily

work for Group   Provide specialized support and solutions for clients that have performance issues

   Provide assistance to other departments as needed   Responsible for creating documentation and

checklist per project   Provide technical support for all ESX related issues across the company

Troubleshooting of incoming VPN connections from client locations   Responsible for all SSL Cert

generation, both IIS and OpenSSL   Deployment of vCenter Server   Responsible for ESX Cluster

Configuration and Deployment   Responsible for Client Communications   Responsible for ESX VM

client migrations from GSX to new hosted ESX   Responsible for Citrix Gateway Migration project

Responsible for SQL Server upgrades per client needs   Manage 2 employees for day to day

operations   Troubleshooting of Server 2003 and 2008 R2 issues   Troubleshooting of all Citrix

Gateway issues   ESX Capacity planning and management   LUN creation as needed for ESX VM

builds Senior System Administrator St. Johns River Water Management District June 2007 to

December 2011   System architecture analysis and design   Maintain functioning Windows Servers

with an uptime of 99.6%.   Maintains and configures file, application, and print services for Microsoft Windows operating systems   Maintains the Enterprise Citrix remote access infrastructure and Enterprise Anti-virus protection   Project Management: tests, evaluates, and implements software and hardware upgrades and utilities for Microsoft Windows servers and networks   Implementation of Exchange 2007   Assists in system support analysis with service request resolution.   Manages all Microsoft Security and Update patches through System Center Configuration Manager 2007 using WSUS as medium to move patches from Microsoft to our environment.   Assists in maintaining a VMWare ESX cluster environment with 70 virtual servers   Responsible for server replacement project every year   Performed Domain Controller replacement   Implemented Microsoft System Configuration Manager 2007   Managed NETIQ server monitoring software Responsible for testing and implementation of new software, both on servers and desktops Responsible for migration of Blackberry users from Server 4.1 to 5.0   Responsible of management for SPAM control through Microsoft Forefront Security Education Bachelor of Science in Information System Security ITT Technical Institute September 2004 Associate of Arts St. Johns River State College May 1993 Skills Account Management (Less than 1 year), Audit (Less than 1 year), AWS (Less than 1 year), Cost Management (Less than 1 year), Vendor Management (4 years), Computer Science, Call Center, Contact Center

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