

DONNA BUSSURE

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Systems Engineer

SUMMARY

Experienced Systems Engineer with 15+ years' experience working with Windows infrastructure. Very knowledgeable of Symantec Altiris for software packaging and software deployment. Extensive work with maintaining software via policies, tasks. Expertise in Active Directory and Group Policy, Patch Management, Windows and Mac OS. Strong in scripting languages such as VBScript and PowerShell. Experienced with Microsoft PowerApps, Flow, SharePoint, O365.

Create/deploy software solutions via Altiris for Windows and JAMF for Mac environments. Provide third level support for client systems and infrastructure for PCs, printers, and Altiris issues as needed.

Experienced with creating and deploying OS images, such as Windows 7 and Windows 10, communicating and collaborating with country managers in EMEA to deliver timely solutions for their desktop needs. Highly skilled in multiple scripting languages.

COMPETENCIES

- Systems Engineering
- Scripting
- Troubleshooting
- System Infrastructure
- Software Development
- Installation and Maintenance

EXPERIENCE

SYSTEMS ENGINEER

KELLY SERVICES, INC.

Mar 2009 – Dec 2021

An American company that operates worldwide with 8,000+ employees specializing in staffing with approximately 4.5B in annual revenue in 2020.

- Ensured all users' computers were kept up to date with latest software - developed automated scripts using VBScript and PowerShell, as well as GPOs for deployment worldwide using Symantec Altiris.

- Created Windows images for all regions of Kelly Services using tools such as Oracle VirtualBox and Dell Image Direct. This enabled one image file to be integrated with all the current security updates, applications, and other customized applications and settings as needed.
- Designed and developed a functional standalone PowerApps application which allowed employees to order cell phones via mobile application as opposed to using on-prem app, allowing them to use the app anywhere, database in SharePoint.
- Utilizing VBScript, updated and maintained printers via automated solution, provided GUI application for installing and deleting printers for onsite users with up-to-date drivers.

SQA ANALYST

KELLY SERVICES, INC.

Jan 2006 – Mar 2009

- Tested builds and software (via Altiris) packages developed by the Engineering team.
- Assigned by management to oversee and manage SQA computer testing lab which consisted of 25+ computers with various Windows environments and configurations used by the SQA team for various applications

DESKSIDE SUPPORT ANALYST

KELLY SERVICES, INC.

Nov 2002 – Jan 2006

- Developed strong diagnostic and troubleshooting skills as I resolved software, OS, and hardware issues experienced by the users.

EDUCATION

B.B.A. Computer Information Systems, Davenport University, Flint, MI

A.D. Information Technology, St. Clair County Community College, Port Huron, MI

Training: Azure Active Directory | Microsoft O365 and Intune | PowerShell for Microsoft 365 Administration | Microsoft Dynamics 365 and the Power Platform | Dynamics 365 for Sales | JavaScript |

Highly skilled in scripting languages, can quickly learn new languages as needed