# Christopher Van Scoy

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**Server Engineer**

* IT professional offering 10+ years of hands-on experience resolving a wide variety of hardware and software issues including upgrades, technical troubleshooting, and migrations.
* Earned solid reputation for root cause analysis, resolving complex issues, ensuring continuity of services, and delivering exceptional customer service.
* Praised for technical expertise and the ability to work effectively individually or in a team environment ensuring all projects run smoothly and efficiently to meet or exceed specifications.
* Enthusiastic contributor with a collaborative spirit and a passion for seeing a quality job through to completion.
* Maintain current knowledge of technology developments to plan for upgrades and make business decisions.
* Personal strengths include excellent work ethic, broad-based knowledge, persistence, and organization skills.

**TECHNICAL SKILLS**

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| --- | --- |
| **Certification:** | Commvault Certified Administrator |
| **Operating Systems:** | Windows 2008, 2003, 2000, NT, XP, Vista, Windows 7 |
| **Languages:** | VBScript, PowerShell |
| **Software:** | Commvault, Citrix, VMware, MS Office, Etalk, MS Scom, MS SQL Server, MS Exchange, Ms DPM, IIS, Legato, Veritas Backup Exec, Track IT, Tivoli Storage Manager, FIM |
| **Hardware:** | Compaq, IBM, HP, Dell, EVA, Blade Enclosures |

## PROFESSIONAL EXPERIENCE

# Sauer-Danfoss ⯎ Ames, IA 2008 - Present

*A global manufacturering leader of a wide range of mobile machinery components.*

**Infrastructure Specialist**

Ensure high availability of servers across the enterprise as part of 7-member team providing support, maintenance, and project management for 600 servers in global locations.

* Worked with Microsoft over a 3 day period to implement and become subject matter expert on Microsoft Forefront Identity Manager.
* Updated Commvault backup solution to efficient state reducing backup times and failures. Saving countless man hours and significantly reduced the number of failures.
* Helped provide maximum up time by proactively using a monitoring systems to prevent and resolve issues.
* Reduced total operating cost significantly by managing a drive to maximize the use of VMware virtual server environment.
* Helped perform complete systems update at multiple field sites. Increasing efficiencies in administration times and equipment performance by installing HP blade enclosures and SANS.
* Reduced cost by managing the lease return process of unnecessary and old equipment. This could only be accomplished through the use of a virtual environment.

# United Health Group ⯎ Hartford, CT 2005 - 2008

*Providers of a diverse and comprehensive array of services designed to advance improved health and well-being.*

**Lead Technology Support Analyst**

Ensure high availability of servers across the enterprise as part of 65-member team providing support and maintenance for 5,000 servers in global locations.

* Migrated multiple email servers to save power in energy conservation initiative to increase uptime and permit expanded operation for critical applications.
* Performed multiple monitoring duties within the team to help provide three nine’s up time for the company.

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* Prevented major revenue loss when 3,000 servers lost connectivity due to data center power outage by working for 30 hours straight with server support team to bring every server back online.
* Single-handedly enabled the immediate reset of the back-up software for 1,000 servers by authoring script that same day to automate the process.

# Infiltrator Systems ⯎ Old Saybrook, CT 2004 - 2005

*World's leading manufacturer of plastic leachfield chamber systems for environmental onsite wastewater solutions for residential and commercial use.*

**Desktop Support Technician**

Ensured maximum productivity and minimum downtime for internal customers through technical troubleshooting and support for all PCs and servers across enterprise.

* Created safer, more productive environment by implementing all active directory and domain standards. Used group policy to implement security standards and rollout new software packages.
* Generated savings on equipment purchases and provided better understanding of workload by recommending, negotiating, and configuring Track-It software to track all trouble calls and equipment inventory.
* Led 5-member team as project manager tasked with implementing 40 new laptops with MS Office and VPN software for all sale associates. Created detailed project plan with in-depth instructions for each team member that resulted in completing project 24 hours ahead of schedule.
* 50% reduction in equipment problem calls realized after request and purchase of Ghost software to create standard desktop images for Company.

# United Health Group ⯎ Hartford, CT 2003 - 2004

*Providers of a diverse and comprehensive array of services designed to advance improved health and well-being.*

**Systems Analyst II**

Provided technical support for all call center software applications.

* Assembled cross-functional team as project manager for implementation of complex telephone survey software. Coordinated communications between vendor and internal groups to complete project inside tight window ensuring customer satisfaction.
* Recognized for becoming SME on Etalk application by working closely with developer then creating action plan and updating all Etalk servers and clients that produced better application uptime and improved efficiency of company’s quality review process.
* Validated Company’s quality statistics and retained large account by gathering resources from numerous teams and managing Etalk Survey application rollout in 2 weeks.

# Citigroup Global Investments ⯎ Hartford, CT 1999 - 2002

*International financial conglomerate.*

**Desktop Support Engineer**

Troubleshoot, diagnose, and resolve hardware and software issues and escalate when needed.

* Secured Company’s laptops and data on them as project manager coordinating rollout of encryption software, supervising distribution of documentation, and working with logistics for parts procurement.
* Contributed to increased productivity by using scripting tools and imaging software to streamline desktop rollout process to minimize downtime for machine failures and replacements.
* Significantly reduced build time for new machines by authoring VB script that automatically migrated users’ data and settings to new machine.
* Enabled users at remote locations faster and more efficient access to applications and data by building Company’s Citrix environment from the ground up.
* Slashed Disaster Recovery time from 26 hours to 6 hours by creating Citrix disaster recovery environment.

**Outside Activities:** Manage headset communications and setup for Iowa State football.