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Over 7 years in the IT field. Extensive hands on experience in Microsoft SMS, MSI packaging, Vbscripting, web development and desktop support with a proven track record for establishing technology standards and project delivery.

Professional Experience:

Sr. Desktop Engineer	SwissRE	04/2007-Present day
Distributed Computing Engineer	JPMorgan Chase	02/2002-04/2007
Desktop & Server Support Technician	JPMorgan Chase	08/2001-01/2002

Sr. Desktop Engineer for NY, London and Japan trading environment – SwissRE

- Responsible for all SMS related tasks and projects
 - Implemented VBscript solution to detect SMS client, WMI, and Windows Installer corruption and trigger a repair and report status back to a database
 - Create various SMS web reports to report hardware specs and software metering, health of Lotus Notes client and users with local admin rights using MIF files
 - Maintain and customize SMS Infrastructure and site settings
 - Create change control for all application deployments
 - Perform pilot testing and provide reports after the deployment
- Primary technician for Microsoft security patching and Symantec antivirus
 - Deploy Hotfixes with ITMU
 - Hold monthly meetings with IT security team to determine applicable Hotfixes
 - Perform phrase one and two testing and monitor results before production deployment
 - Update and provide SMS web reports on a monthly basis
 - Remediate and troubleshoot machines that did not receive the update
 - Responsible for Symantec Client upgrade 10.1.6.6000
 - Create SMS report to monitor the status of Symantec parent server, version, virus definition for all machines.
- Create and customize desktop and laptop builds with Microsoft Remote Installation Services
 - Implemented solution to install applications for different applications based on departments
 - Regular meeting with HP representatives to demo new desktops and laptops
 - Created and certified new build images for Lenovo Tablet laptop, HP DC 7700 and DC 7800
- Responsible for all MSI Packaging and fixes of current applications
- Escalation point for all desktop support related issues
- AD Domain Migration project
 - Recertified and tested applications in new environment
 - Migrated PCs and all applications to different SMS server.
 - Migrated and users and modified login script to new environment
 - Adopted new PC build process utilizing WIN PE and SMS 2003

SMS Deployment Team Leader for Global Investment Banking – JPMorgan Chase

- Trained 3 staff members to utilize SMS for application deployment
- Project coordinated the migration of 8000+ SMS 2.0 clients to SMS 2k3 infrastructure
- Designed and implemented a Hybrid SMS deployment method for the trading floor to remediate the common issues that cause SMS deployment failures and increased success rate by 25%
- Deploy Microsoft Hotfixes with ITMU and SUS

- Implemented Remote Assistance for SMS2k3 for Desktop Support
- Improved accuracy, efficiency and reduce human error in SMS deployment by developing various tools
 - Developed web-based utility to extract data from an EXCEL spreadsheet and performing user id associations or deletion to Active Directory groups
 - Developed Vbscript to add users & workstations to SMS collections and report success/failures
 - Developed utility to report deployment success/failure by analyzing MSI Log files
 - Developed utility to perform Registry/File scanning given a list of Hostnames/IPs
 - Developed vbscript to verify production server updates and generate report of successes and failures
 - Developed vbscript to automate configuration changes of Norton Antivirus Clients
 - Developed vbscript to load balance the assignments of cachflow servers for Real player on Windows 2000 and XP desktops
 - Developed and deploy jscrip to backup user's data to network drive for remote desktops and laptops

MSI Packager – JPMorgan Chase

- Create MSI packages for vendor-based and in-house developed applications using Wise
- Implement VBscript for MSI package Custom Actions
- Implement various fixes for post MSI packages deployments using VBscript
- Developed HTA utility to automate the task of creating .AOT and .SMS file by retrieving information from MSI packages

Web Development Team Lead – JPMorgan Chase

- Manage and train a team of six members to develop and maintain a web site for the Investment Bank Support Organization of 100 + staffs
- Hands-on implementation and project coordination of various web projects
 - Web based application to upload, search and organize documentations
 - Web based calendar to track and display support and vacation schedule
 - Web based customized project and task tracker
 - Web based application to report deployment status and automatically email status to clients
 - Web forum and FAQ to improve communication among different groups
 - Searchable Web inventory of in-house training and available job positions to promote staff mobility
 - Web based customer survey to help improve quality in customer service

Desktop and Server Support Technician – JPMorgan Chase

- Performed Hardware and software support for 300+ Novell users on Windows NT and 2000
 - Installation of PC Hard drives, memory, display cards, etc
 - Troubleshooting printer issues
 - Support of mobile devices such as Blackberry, Palm Pilots, etc
 - Troubleshoot Lotus Notes, MS Office and various applications
- Deployed applications with Novell NAL
- Performed user account administration on Windows NT domains and Netware Trees
- Performed hardware and software maintenance on Compaq and IBM servers
- Migrated existing NT desktop environment to Windows 2000
- Implemented file synchronization VBscript to automate the migration of the data of 60 users to a new location
- Implemented VBscript to report free disks space on workstations before the remote rollout of Norton Antivirus Corporate Ed 7.5

Education & Training:

Pace University 1998 – 2002 Major: Computer Science Minor: Information System
Completed Microsoft Certified Training Course - Managing SMS 2003 in 09/2006

Technology Skills:

Deployment: SMS 2.0 & 2003, ITMU, SUS, Novell Netware, Zenworks, NAL, Console ONE

Application Packaging: Wise Package Studio 5.x, Regmon, Filemon

Platform: Windows 98, NT4, 2000, XP, Active Directory, Novell

Programming: HTML, PHP, Apache, MySQL, VBscript, Jscript, WMI