

Desktop Architect offering more than a decade of Microsoft Windows Desktop Management experience including SCCM implementations and desktop design, hardening and roll-out. Self-motivated problem solver whose malleable and innovative nature promotes agility with projects, building client relationships and solid team cohesion. Experienced, results oriented Desktop Architect, with proven track record in legal, retail and telecommunication companies.

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**Professional Experience**

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WilmerHale LLP, Consulting Desktop Architect

2016 – 2017

- Design custom SCCM OSD variables to handle automation of DELL hardware specific settings
- Author Windows 10 task sequences using UI++ for build specific customizations
- Upgrade SCCM site from CB 1511 to CB 1606
- Configure Microsoft LAPS solution for administrator password randomization
- Configure Microsoft MBAM to handle Bit Locker policy enforcement and key retrieval
- Resolve problem with Office 365 patching and reporting due to incorrect branch install on systems
- Implement Microsoft Work folders to handle user data migration to new Windows 10 machines
- Troubleshoot and solve problem with SCCM client DDR mismatch after install
- Troubleshoot build roll-out issues and issues with application installs through SCCM Software Center
- Write technical process and procedure documents

Mintz Levin P.C, SCCM Consultant

2015 – 2016

- Build new SCCM CB 1511 hierarchy to prepare for SCCM 2007 migration
- Configure site boundaries and discovery methodology
- Deploy 6 Distribution Point roles to remote sites for application, package and OS content
- Use SCCM migration wizard to migrate objects from old site to new site
- Plan client upgrade process and write documentation for error handling by desktop engineers
- Configure custom client settings for SCEP, configure and deploy system center endpoint protection
- Move patching from external WSUS solution to SCCM integrated software update point
- Recreate external MDT task sequences using MDT integrated with SCCM for OS deployment
- Architect System Center Virtual Machine Manager environment to allow for VM creation
- Upgrade site from 1511 to CB 1606

Microsoft INC, Systems Engineer

2015

- Blue print and implement new SCCM infrastructure for Secure Access Workstation project
- Deploy significant distribution and management points to handle 50,000 + clients
- Write PowerShell script to automate creation of AD based user and computer collections
- Design Windows 8 task sequence for Lenovo based hardware
- Compile packages to distribute to users and computers based on silo group functionality
- Implement group policy based app locker and app pathing to control content installations
- Support desktop contractors who were building machines by resolving and documenting build errors

Microsoft INC, SCCM Support Engineer

2014

- Accept inbound cases generated by account managers and own from inception to resolution
- Gather logs and analyst problems reported
- Attempt to reproduce issues in lab environments where possible
- Work with customers via email. Phone and remote hands on to find solutions to technical problems
- Document all communication with the customer in MS Solve ticketing system

Savers INC, Point of Sale Engineer

2012 - 2014

- Upgrade 300 + Savers, Value Village and Unique thrift stores to Fujitsu Point of Sale system
- Design Windows 7 image for store register systems
- Write PowerShell script to automate configuration of store register systems
- Partner with Development teams to test and troubleshoot new releases of P.O.S application
- Monitor store environments using Nagios / Splunk and troubleshoot issues that arise
- Document troubleshooting steps and hand off to service desk to support where possible

zulily INC, SR. Desktop Engineer

2011 - 2012

- Design and implement desktop standards and deployment methodologies
- Implement MDT imaging solution at corporate office and remote fulfillment sites
- Author image within MDT and configure Lenovo model specific configurations
- Manage Google Apps for business for communication and collaboration
- Replace Sophos products with Symantec Anti-Virus and PGP disk encryption
- Implement Kayoko Resolve ticketing system for incident reporting and tracking
- Travel to remote sites to support facility buildouts and ongoing support needs

T-Mobile USA, IT Administrator II

2007 - 2011

- Provide local desktop and telecom support for a 500 seat call center
- Support Dell and Lenovo desktop hardware
- Support Avaya VOIP phone system used for inbound calls from customers
- Support all proprietary applications
- Package and deploy applications using VMWare ThinApp to three unique call center teams
- Developed scripting solutions to reduce end-user configuration and support requests
- Pilot Sunray Thin Client solution to replace desktop hardware

AT&T INC, SR. Help Desk Technician

2003 - 2007

- Serve as team lead for 30 plus help desk technicians
- Took inbound support calls from all AT&T employees and vendors
- Document all incident communication in Remedy ticketing system
- Support new application integration while going through two company acquisitions
- Utilize Dameware Remote Control to provide remote hands on support to employees
- Review completed tickets by Team and provide constructive feedback