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Professional Summary

- 30 years of Desktop and LAN support experience.
- 30 years of Windows OS installs and upgrades.
- 30 years of software installs and upgrades.
- 30 years of troubleshooting Desktop Virus and malware issues.
- 30 years of troubleshooting software and hardware problems through debugging, testing and vendor assistance.
- 15+ years of Phone and Voicemail system administration.
- Excellent communications, interpersonal and organizational skills.
- Strong problem determination and analytical skills.
- Strong project management and planning skills.
- Fluent with most networking topologies and technologies.
- Seasoned hardware and software skills both network, desktop and servers.
- Specialist in supervising and working in a busy Help Desk environments.
- Specialist in rollouts and deployments using a variety of software including MDT, USMT.
- Well versed in the use of Active Directory in the updating of the new systems and end-users' information on the LAN/WAN, as well as the configuration of and the deployment of group policies.
- Setup and support multiple systems and network devices so they would conform to the established PCI compliancy guidelines.

Professional Experience

CBRE/Shell Oil/NRG/Takeda Pharmaceuticals/Keolis CS/Johnson and Johnson/Sarepta Therapeutics/North River Collaborative, Weymouth, MA (March 2013 to December 2016)
Desktop Consultant
- Senior Support Engineer at CBRE, the main responsibilities were to aid CBRE with the transformation of the local onsite Desk-side support team to a corporate environment.
- The main duties were to support a staff of Engineers, Analyst and other office personnel both local and remote, troubleshooting desktops, laptops, phones, scheduling and assisting with a variety of other projects.
- Also supported the off-site network and telecom teams in any local issues with file servers, backups and wireless configurations.
- Senior Support Engineer at Shell Tech Works a subsidiary of Shell Oil, the main responsibilities were to aid Shell Oil with the transformation of the local onsite Desk-side support team to a corporate environment.

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- Senior Support Engineer at BETM a subsidiary of NRG Energy, the main responsibilities were to aid NRG Energy with the transformation of the local onsite Desk-side support team to a corporate environment.
- The main duties were to support a staff of Traders, Analyst and other office personnel both local and remote, troubleshooting desktops, laptops, phones, building new systems, scheduling and assisting with a variety of other projects.
- Also supported the off-site network and telecom teams in any local issues with file servers, backups, and the wireless, Polycoms and phones configurations.
- Senior Desk-side Support Engineer at Takeda Pharmaceuticals, main responsibilities were to aid Wipro Technologies with the transformation of the local onsite Helpdesk to a true Deskside support team.
- Aided in the building of new Windows 7 images, the installation of VMware Workstation 9 and 10 as well as Bitlocker for laptop data security.
- Lead Systems Consultant for Keolis CS in the preparation of the acquisition of the MBTA Commuter Rail Services from MBCR on July 1, 2014, the main function was to inventory the network, server and desktop equipment, establish End of Life for both software and hardware.
- Secondly established a working relationship with vendors for the outsourcing of Level 1 Helpdesk support along with setting up their entire company network to be hosted in the Cloud.
- Created new Windows 7 images for all local users and installed Bit locker for data security and also to be PCI compliance.
- Lead Engineer for the migration of Windows XP laptops and desktops to Windows 7 64 bit Enterprise for Johnson and Johnson, using a combination of flash drives, USMT and installed Bit locker for data security.
- Updated Active Directory with both the end-users and new systems information
- Managed the inventory gathering information for BMC in their data centers located in Needham, MA to be used for reviewing the power needs/consumption for each individual rack, 108 total racks.
- Verified that all OS versions were up to date and upgrade those servers and network equipment as needed.
- Hardware consisted of EMC Clariions, Centera, HP and Dell storage devices, Cisco routers, Catalyst and HP switches.
- Managed the inventory gathering information for Sarepta Therapeutics in their data centers located in both Corvallis, OR and Aurora, CO.
- Managed and configured the New Helpdesk for the North River Collaborative and their associated school districts.
- Set up A/V in the training and conference rooms throughout the districts, added them to Active Directory for ease of scheduling.
- Trained Helpdesk/Deskside support technicians in using this software trained the technicians how to administer Active Directory and to keep their new master access management data base up to date.

FCm Travel Solutions, Chestnut Hill, MA (June 2011 – March 2013)
Desktop/Systems/Network Administrator

- Maintained and supported more than 25 Window based servers, 2003/2008 and multiple Exchange servers using Active Directory, and Solar Winds along with a variety of other packages.
- Created new ISO and Ghost images for system builds that will be used on both Desktops and Laptops for the Windows 7 rollout, along with the creation of multiple units using VMware Workstation 8.
- Supported Windows clustering servers and EMC SAN storage equipment as needed.
- Worked with vendors to verify that all standard user applications were Windows 7 compatible in both 32 and 64 bit configuration and also with Bit locker as to be PCI compliance.
- Acted as the backup support for the Mitel VoIP telephony system.
- Acted as a Level 2/3 support for 50 plus users local and over a 250 users remotely, throughout North America and England using RC, Remote Desktop, VNC and Web Apps.
- Scheduled and verified all server back-ups using back-Up Exec.

HP / Symantec, Waltham, MA (February 2011 – May 2011)
Lead Desktop Migration Engineer

- Refreshed for Symantec Inc., built Windows 7 and Windows XP SP3 images for both HP Elite Book and Lenovo Think Pads.
- Imaged new systems and migrated any and all necessary data including Symantec's Endpoint for the end users.
- Used Active Directory in the updating of the new systems and end-users' information on their network.

Biogen Idec, Cambridge, MA (June 2007 – December 2010)
Network Engineer

- Worked as main interface between the Network group and the Help Desk, Desktop support, End-users and most of the other groups in the IT branch of the company.
- Acted as the first line of support for all and any network problems through-out the company.
- Supported the End-users with VPN access to Biogen Idec's secure network.
- Configured and supported the Bluecat, DNS servers, Nortel 5500, Cisco 3750s, 6500, Nexus switches and Check-Point firewalls.

BAE Systems, Burlington, MA (August 2006 – May 2007)
Helpdesk Consultant

- Re-established a working Helpdesk.
- Set up a Windows remote access and VNC connections for the better support of the users.
- Set up and support the installation of True Crypt for data security and to be PCI compliance.
- Helped the SharePoint Group to create a FAQ and Project scheduling DBase for users.
- Aided in the setup of the SMS server to be used to push critical patches and updates throughout BAE's LAN and WAN here in Burlington, MA and also in the UK.
- Used Active Directory in the updating of the new systems and end-users' information on their network.

Fast Channel Networks, Needham, MA (March 2006 – August 2006)
Systems Analyst

- Maintained and supported over 200 audio and video servers nationwide via remote access, both virtual and standalone systems.
- Worked with local ISPs throughout the country to ensure all systems were running properly.

Shire Pharmaceuticals, Cambridge, MA (September 2005 – February 2006)
Lead Desktop Technician

- Led a group of 5 Desktop Techs in the daily support of the end users in environment of 350 to 400 during a companywide.
- Supported these end-users the company wide software and hardware standardization rollout.
- Used Active Directory in the updating of these new systems and end-users' information on their LAN.
- Supported all the lab equipment on Shire's network; Centrifuges, Incubators, Mass Spectrometers.
- Set up and support multiple conference rooms with a variety of A/V equipment.

CVS Pharmacy, New England (March 2005 – September 2005)
On-site Lead Installation Technician

- Installed UNIX servers and Neoware workstations for the CVS Pharmacy systems upgrades.
- Configured all work-stations, scanners, label and laser printer using CVS's proprietary software.
- Set up Static IP's and set up and configured Check Point servers remote and secure communications.

Bank of America / Fleet Bank, Northeast USA (July 2004 – March 2005)
On-site Lead Technician

- Worked with SBC and Intellimark in the merger of B of A and Fleet Bank throughout the NE.
- Installed and configured the new routers and switches for the B of A network.
- Supported the HP crews with the installation and configuration of multiple new desktops.

Terminal Cases, Boston, MA (January 2002 – June 2004)
Consultant

- Consulted for a multitude of companies in the upgrading of their network from Novell and/or Notes to a Microsoft environment.
- The deployment and upgrades of their desk-side equipment using Altiris Suite and Norton's Ghost

AstraZeneca, Waltham, MA (September 2000 – December 2001)
Help Desk Supervisor

- Assisted with the planning and rollout of over 500 systems locally and 10,000 worldwide.
- Tested of over 250 scientific software packages for their compatibility with W2k.
- Migrated the software, data and the end-users' profiles to the new servers using SMS.
- Trained and supervised the Helpdesk staff in their support of 260 scientists and lab technicians.
- Set up and supported multiple conference rooms with a variety of A/V equipment.

Cakewalk, Boston, MA (January 1999 – September 2000)
IT Manager

- Rebuilt and re-staffed the IT and Help Desk departments.
- Instituted a Y2K program utilizing Symantec's, Microsoft's and Intel's software following the Dunn and Bradstreet's official format.

Technical Summary
Help Desk Software: eHelpDesk, Siebel, Remedy, Clarify, Track-It, Magic, Altiris Suit, OmniNet, LANDesk Suite, Foot-Print
Operating Systems: Windows Server 2003/2008/2012, VMWare, Win 2K, Win XP, Vista, Win 7, Win 8, Win 8.1, Win 10, Mac OSX
RAS Software: MS Remote Access, RC, Remote Desktop, VNC, PC Anywhere
System Management: Active Directory, Altiris Suite, High Lighter, Cisco Works, Netscout, LANDesk Suite, SMS, Site-Scope, Solar Winds
Mail Servers: Exchange 2003, 2007, 2010, Notes, GroupWise
Back-up Software: Altiris Suite, Backup Exec, Net Vault
Hardware Servers and Storage: Dell, HP, IBM, EMC SAN, Clariions, DD880, Centera
Routers, Hubs and Switches: Cisco, HP, Nortel, Netgear, SMC, Asante
Firewalls, VPN and RAS Servers: Cisco, Sonic-Wall, Axent, Contivity, Check Point, Citrix,
Desktop Software: MS-Office 2003/2007/2010/2013/2016 and Office 365, Project, Visio, Lotus Suite, VMware Workstation 9 and 10, Player 6 Plus and 7 Pro, WordPerfect Office X5
Encryption Software: Bit locker, Symantec Endpoint, True Crypt
Anti-Virus Software: Norton's, McAfee, AVG, and Kaspersky
Mail Software: Outlook, Notes, GroupWise
Web Applications: Share Point, eDocs, Perl, FrontPage, GoLive, Publisher, and Dreamweaver
Small Business Suites: MS-Back Office, Peach Tree Pro, MS-Small Business Suite, Lotus Notes, WordPerfect Office X5
Hardware Desktops/Laptops/Tablets: Apple, HP, Dell, IBM, Lenovo, Toshiba
Handheld Devices: iPads, iPhones, Androids, Black Berries
Other: Network Engineering, Network Operation and Administrating; BlueCats, Check Point, TCP/IP, Sonic-Wall, Alteon, Cisco Nexus 7k, 5k, 6500 and 3700, Nortel Pass-Ports, Bay-Stack 5500, Symmetrix, VPN, RAS, VNC, Citrix, Altiris Suite, Avaya, Mitel, Polycom, Plantronics, InFocus, VeiwSonic, Optoma,Epson

Certification
- Computer Processing Institute, Woburn, MA
- Certified, Computer Science/Electronic Engineering