RÉSUMÉ Edward Tisdale Tisdale.edward@yahoo.com Cell (619) 549-2859

Summary   Experienced Help Desk and Systems Administration Tech

Skills   • Enterprise Help Desk using Remote Desktop / Remote Assistance, Remedy, ADUC Incident Tickets in busy 24/7 Call Center
• Server Management, including Decommissioning and also Commissioning of Hardware, Operating System and Hardening, RAID build, Software, SAN and Network Connections following strict Change Management tickets
• Monitoring of live environment, including Physical and Virtual (VSphere 5.5) health checks as well as Virtual Storage Disk and Hardware Replacements
• Monitoring of storage backups with Netbackup, SnapManager, and SnapProtect
• Coordination with Facilities departments for physical access to Server racks
• Coordination with Project Managers and other specialized groups, team members
• Patching on rigorous schedule using Software Center and also MSI/EXE installers
• Also experienced in Field Workstation/Laptop/Printer hardware repairs
• Also experienced in large scale Desktop refresh with data Migration
• Command Lines and Scripting include Windows CLI and Powershell, BASH

Education   Certified in A+ CE, Network+ CE, Security+ CE, Storage+ (Lifetime), MTA/MCP Server Fundamentals, VMWare Vsphere: Skills For Operators
Associate In Arts **Computer Science**

Work History

<u>August 2014 to Present</u>: *Epsilon, Inc.* **IT Specialist**

Worked in 2 tiers, Remote Help Desk and Cloud Infrastructure

- Cloud Infrastructure position consisted of: monitoring/researching solutions and troubleshooting SAN backups (Symantec Netbackup, Netapp SnapManager and SnapProtect); Base builds of servers for different product groups (VI, Apps Mgmt, DBA); Hardware installing, moving, removing; Server Farm Inventory spreadsheet and Healthcheck/repair; following of Change Management, Incident Management, and Service Request Management tickets/organizational processes; vCenter monitoring; patching; Training of new Team Members

- Help Desk position required: software updates using a PC Lifecycle program as well as individual installers off the desktop; complete information, saving, tracking, and resolving of Incident Tickets using BMC Remedy; Discussing issues over the phone with customers as well as with other tiers of support to insure quick resolution; Following an online Knowledge Base and Tech Leads for ongoing training on issues; Issues ranged from access to websites to software/os not working to network connectivity to answering questions

<u>October 2012 to August 2014</u>: *The Experts, Inc. and Apex Systems, Inc.* **Refresh Tech**

((For Navy/Marine Corps). Same job, 2 different Staffing companies)

- Country-wide large-scale seat refresh and data migration and next-day follow-up

- Follow-up could lead to general software configurations/fixes such as rebuilding Outlook user profiles and helping customers find PST files, rebuilding Windows user profiles, forcing software updates, getting customer connected on the help desk phone, covering variances from the day before, Troubleshooting network connections (cat, fiber)

- Work on a high number of teams, a new one with each new site, communicating the site contacts in charge of the current roll; Trained several new employees

- Did other projects including XP-7 Upgrade using System Center Configuration Manager image and desktop hardware replacements.

<u>November 2011 to March 2012</u>: *Newagesys, Inc.* **Linux/Windows Support**

- physical Desktop refresh including install of Centos image, rollout to physical locations, greeting customers, and updating Sharepoint and offline spreadsheets

- Documentation: project workflow using OneNote. Server locations using Visio, Desktop and other hardware purchasing and warranty information

- virtual refresh including keeping a quota of Vms built and in a repository for VDI use.
- Attended regular workflow meetings with Management

more experience including but not limited to

Shorter Contract Employment at..

Abbtech Professional Resources (7/2012-10/2012 desktop refresh),

Piecemeal Contract Employment at..

Barrister Global Services Network (individual one-day assignments between 3/2011 and 7/2012 for various companies and residences doing hardware repair)