**Chris Brazille**

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**PROFESSIONAL SUMMARY**

Senior Computer Scientist, Data/Technology Analyst and Project Manager with11+ years of experience managing the development and implementation of complex data and IT projects. Practiced in clarifying business requirements, performing gap analysis between goals and existing procedures/skill sets, and designing process and system improvements to increase productivity and reduce costs. Extensive experience in the implementation of Analysis Program Development, Practice Management Reporting, Data Mining and Analysis, and Quality Assurance for Healthcare (i.e., Conexis and Surgical Orthomedics, INC.), Global Technology (i.e., CSC), and Educational Institutions (i.e., Lane College). Strong interpersonal skills, highly adapt at facilitating discussions and negotiations with stakeholders. Recognized project management skills, deliver complex, mission-critical system applications and projects on time and within budget, and consistently improve responsiveness and ROI of efforts.

**PROFESSIONAL EXPERIENCE**

**Ranger Business Solutions, *Dallas, TX*** 12/2016 – Current

***System Administrator (Remote & Onsite)***

Provide professional technical service for high-end clients. Managed, support, configure cloud base and local software and hardware. Support voice service, hosted applications and private cloud.

* Active Directory: Create accounts, manage accounts, group polices and permissions
* Microsoft: 2010/2013/2016/ Office 365 cloud and local support
* Mobile: OS/Android setup, configure and breakfix. Mobile mail services via ActiveSync
* Citrix XenApp/ XenDesktop configure and support
* VPN: RSA/WatchGuard account creation, software install and configure
* Server troubleshoot and deploy
* Manage print administration and Print Logic configure, add, delete and configure
* Desktop/Laptop/Surface Pro build, repaire, configure and deployment
* Asset Management on all existing and deployed hardware
* Onsite hardware, software support

**Abacus Group LLC, *Dallas, TX*** 11/2015 – 10/2016  ***Remote Support Engineer / Virtual Engineer***

Provide high-level professional technical service for Hedge Fund Firms. Trusted IT Solutions for Investment Management Firms. Managed, configured and support private cloud, hosted applications and voice solutions.

* Citrix XenApp 5.0/6.5, Publish/Manage Citrix applications
* VMware vSphere 5.0/5.5
* RSA version 7+
* Troubleshoot DNS, DCHP and TCP/IP issues
* Microsoft Exchange Administration 2007/2010/2013
* Active Directory: create/manage accounts, groups and permissions
* Server administration
* Print queue management
* Mobile device management, ActiveSync, BES, TouchDown and other technology
* Troubleshoot hardware and software
* Build, repair, configure and deploy desktop and laptop computers.

**Function One IT Consultant, *Grand Prairie, TX***  12/2006 – 12/2014

***Information Technology Manager / System Analyst***

Provide professional Information Technology services. Managed and support desktops, laptop, servers, IP phones and virtual machine images.

* Repair and build desktops, laptops and servers
* Implementation for IT projects
* Manage software permissions
* Provide upper level application support
* Software configuration, install and troubleshoot
* Collaborates on special projects; may track and allocate software licenses
* Network configuration
* Configure and deploy Cisco and Avaya IP phones
* Support remote users via virtual machines.
* Support, configure and administrate XenDesktop and XenApp

**Emdeon, *Forth Worth, TX*** 08/2014 – 2/2015

***Desktop Manager***

Technical desktop manager for an environment of 500. Managed virtual machine images, desktops, laptop, servers and IP phones. Managed and supported remote users as well as company location based employees.

* Configure, troubleshoot, install and problem solve software.
* Administrate XenApp, windows virtual machines.
* Build, fix, repair and deploy desktops and laptops.
* Configure IP phones for deployment.
* Monitor and troubleshoot system availability and security breaches.
* Asset purchasing and tracking for all new desktops, laptops, printers, TV’s IP phones and internal hardware.
* Off-site mapping for Avaya and Cisco.
* File restoration, system recovery, and execute system backups.

**CONEXIS, *Irving, Texas***  05/2010 – 8/2014

***IT Analyst /Citrix Admin / IT Manager***

Lead Analyst for the Helpdesk Project and assigned to large complex engagements designing application architectures and improving business processes for integration for CONEXIS technology support systems with existing clients.

* Oversee Quality and Assurance (Q&A), development, user acceptance testing and system integration testing.
* Develop CRM Strategy and Roadmap vision to manage Data Process and Technical mapping for Helpdesk.
* Crystal Report support: Software install, configure and break fix. Troubleshoot Crystal Report database query issues.
* Monitor project phases from requirements gathering through user acceptance testing and documentation.
* Manage multiple client accounts/requests and created tasks utilizing application analysis, case development, user interface design, and SQL query development.
* Monitor and troubleshoot system availability, security breaches, malfunctions, and configured network IPs.
* Execute system backups, file restoration, system recovery, and remote mapping for AVAYA and CISCO.
* Develop and implement improved capacity planning and forecasting of customer increase.
* Design and develop unit testing complex functionality for large customer care and data systems such as UNIX, Java, XML, Oracle, MacAfee, Web Gate, XenDesktop 5.6, XenApp 6.5, and SQL object-oriented based applications.
* Advise leaders on new software, hardware and virtual systems developments and technology.
* Provide expert knowledge of emerging technologies, communication and infrastructure security concepts.

**CSC, *Coppell, Texas***  08/2004 – 05/2010

***Assistant Supervisor, Subject Matter Expert (SME) & Training Coordinator***

Directed and managed 25+ Service Desk Analyst and supported Level 1 and Level 2 functions to CSC’s Large Corporations. Advised data analysts on matters concerning methods for assigned global technology programs. Responsible for Daily Service Report (DSR), resolving account specific critical issues in order to meet client goals and specified outcomes.

* Planned and directed highly technical and specialized data analyses including the development of IT management reports, UML documentation, use cases, test plans/scripts, and error log systems.
* Troubleshot efforts of information systems analysts evaluating technical analyses and briefed project management partners through daily reports to leadership.
* Created growth strategies, defined offerings/data delivery models, and built data infrastructure.
* Managed a $500K training budget and coordinated migration/integration of data procedures.
* Effectively negotiated contracts with system integrators and launched emerging technologies into the marketplace.
* Managed code changes, supported system outages and provided strategic resolutions to enhance IT systems.
* Designed and implemented comprehensive, integrated, IT security monitoring and audit strategies to oversee, track, and evaluate the effectiveness of IT security compliance.
* Executed hands-on product system innovation and technical design for Global IT Systems.
* Served as a technical management consultant in areas of configuration, QA and document application setup.

**SURGICAL ORTHOMEDICS INC. (SOI), *Arlington, Texas*** 05/2006 – 05/2009

***Network Analyst***

Managed customers’ Remedy Help Desk requests and created tasks utilizing Remedy Action Request System (ARS) and Service Request System (SRS) for over 300 requests annually.

* Analyzed and evaluated current and proposed IT, and IT-embedded systems, as well as those under development for compliance with established policies and procedures.
* Ensured PC hardware and software installation plan included provisions for software testing and evaluation.
* Configured Active Directory to manage 25 users and over 50 computers on the network.
* Created and implemented a Microsoft Exchange internally as a solution for corporate email.
* Provided expert knowledge of the range of laws, policies, regulations, and precedents applicable to the development and administration of various technology contracts.
* Utilized feature in IIS to host multiple websites and Microsoft remote web for the workplace.
* Led project planning, forecasting, cost development, and presenting key project information to agency management.
* Assisted in developing and implementing optical communication systems in support of onsite medical procedures.

**LANE COLLEGE, *Jackson, Tennessee*** 08/2000 – 04/2004

**Information Technology Department**

***Desktop Technician (Intern)***

Provided technical assistance, IT support and training on the installation and maintenance of software, hardware, image hard drive, document repairs and resolved help desk issues. Analyzed and evaluated current and proposed IT, and IT-embedded systems, as well as those under development for compliance with established policies and procedures.

* Entered all pertinent customer support information into the Remedy database and document the solution or status of the service call to comprehensively follow through on all customer service issues.
* Implemented virus detection and eradication procedures through diagnosing end user system failures and repair solutions.
* Managed the installation and configuration of Microsoft Windows 98, Windows 2000 Professional and Windows XP Professional.
* Set-up and facilitated training and administrator computers laboratory with network printers; installed IBM AS/400 client access.
* Utilized problem-solving skills to troubleshoot, determine the nature of the problem and take corrective actions as necessary.
* Assisted users via phone and/or on-site support to install, upgrade and maintain desktop and portable computer harder, software, printers, and peripherals.

**EDUCATION**

**LANE COLLEGE, *Jackson, Tennessee*** 04/2004

**Bachelor of Science, B.S. Concentration: *Computer Science***

**ADDITIONAL SKILLS**

Active Directory Avaya • CMS Supervisor • Blue Pumpkin • Cisco • Cisco VPN • Cisco VPN • CSS Templates • DSX Access • System (Badging Software) • DSX Access System (Badging Software) • Exchange Management • Exchange Management • GSM • HTML• Lotus Notes • MacAfee Web Gate (Internet Web Filtering) • MacAfee Web Gate (Internet Web Filtering) • MS Office • MS Outlook • Novell • OnTime • Pelco Camera Software • Remedy • Remote Desktop • RSA VPN • Share Point Software Testing • Sophos Antivirus • Symantec Antivirus • Symantec End Point Encryption • User Interface Design • Witness Client • Windows 2000 • Windows XP  • Vista • Windows 7 and Windows 8