Joshua Williams

Lab Engineer with Industry experience

Kirkland, WA - Email me on Indeed:

• 12+ Years' experience in building desktops and servers with 12 years Lab engineer experience with expertise deploying, building, troubleshooting of Windows 2008 and windows 2012 and 2012 R2 servers, IIS, SQL Server 20012 and SQL 2014 and network load balancer (F5) related issues.
• Windows 2012 Cluster creation experience
• SQL 2014 Cluster creation and deploy experience.
• Extensively used Hyper-V and SCVMM for building Windows virtual servers.
• Good knowledge on scripting with PowerShell for automating processes for deployment of servers.
• Experience in setting up imaging deployment solutions such as Amazon AWS and GHOST and Microsoft TFS and many others.
• Extensive Networking and administrative experience.
• Experience working with live team on roll out of new software to the public.

Willing to relocate to: Bellingham, WA - Seattle, WA
Authorized to work in the US for any employer

WORK EXPERIENCE

Lab Engineer

CompuCom -

March 2015 to Present

time
Day to day operations include;
• Break and fix of machines in automation pools.
• Customer requests such as setup a High available fail over SQL cluster, getting machines setup in monitoring systems such as SCOM and SPOTLIGHT.
• Advice on what hardware/software to order and deploy to meet special needs.
• Adding customer's machines to testing pools and being first response to ticket requests.
• Restoring Test devices to Factory images.

Microsoft - Manufacturing Architecture Engineer and support

SCVMM and Virtual machines -

March 2013 to March 2015

• Working with many different technologies (hardware and software) including HP ILO, EMC SAN storage and latest HP ProLiant server along with Microsoft windows 2012 R2, SCVMM and Virtual machines with in Hyper-V.
• We Setup both Virtual machines on physical machines all over the world using HP ILO to deploy and configure Windows 2012 R2 Virtual machine clusters.
• I also did deployment of entire domains and testers at various locations around the world.
• Day to day duties include supporting these sites all over the world and maintaining 24/7 uptime.

Network Engineer

Amazon Dpreview.com -

December 2012 to January 2013

• Using Amazon Web services, worked a month contract with amazon owned website to provide a more secure public facing website using Amazon deployed private self-contained computing cloud which included the following windows 2012 Virtual machines.
• 2 domain controllers,
• 4 web servers,
• 2 SQL servers
• Domain controlled accounts and services.

Operations Support Engineer

Microsoft (Expiris) Xbox Live Integrated Content Team -

November 2011 to November 2012

• Keeping High availability servers running with minimal downtime to patch when needed.
• Responsible for weekly windows updates and patches to Lab host and virtual machines
• Improving current infrastructure and Documentation where needed

Operations Support Engineer

Microsoft -

February 2011 to August 2011

• Keeping High availability servers running with minimal downtime to patch when needed.
• Responsible for keeping hardware inventory stocked for team hardware requests.
• Successfully cleaned up alerts to be more accurate for the teams System Center Operations manager.
• Successfully managed Backup exec servers to backup machines on schedule.
• Successfully repaired several Server tech Cabinet Power Distribution Unit (PDUs) attached to critical servers to save from having to purchase new CDU's

Lab Engineer

Microsoft -

June 2010 to January 2011

• Used System Center Operations Manager 2007 (SCOM) to monitor Build and Core machines.
• Day to day operations include Troubleshooting and fixing various Build and test servers.
• Lab manager duties for Performance and Testing Lab which include
◦ Power and Networking balancing
◦ Hardware trouble shooting of bleeding edge Technologies

Lab Engineer

Microsoft -

July 2009 to November 2009

- Provided Computer lab infrastructure and client support for 3 labs including networking and break/fix issues
- Moved analog KVM to Digital Kvm so clients can use their machines via web interface.
- Maintained weekly corp required Patching.

Systems Engineer

Microsoft -

June 2008 to January 2009

- Provided Computer lab Infrastructure support as well as daily break/fix, backups and imaging.
- Setup SMTP server so lab gets alerts from hardware and software.
- Imaged all classrooms used for Microsoft Learning.
- Building out Windows 2003 and windows 2008 with Hyper-V.
- Troubleshooting issued related to IIS
- Installation and Imaging of Altiris software.
- Troubleshooting issued with F5 BIG IP.
- Unpacking and racking servers.
- Setting up and maintaining a Virtual SMTP server and configuring Dell Open Manage for alerts.
- Building out new image using WDS and Symantec Ghost software.
- Daily and weekly Backup of Servers using Symantec Backup Exec.

Senior Systems Engineer

Siemens Business Services -

January 2000 to June 2008

- Trouble shooting and maintaining back end network.
- Maintain Windows security groups and Active directory on the test domain.
- Installing new servers, SANS, and other similar environment hardware.
- Setup a HP SAN to match live production.

EDUCATION

Computer Systems Engineering

Oregon Institute of Technology Klamath Falls   -   Klamath Falls, OR

SKILLS

Windows (10+ years), SQL (10+ years), Server (10+ years)

CERTIFICATIONS/LICENSES

CompTIA A+

CompTIA Server+

ADDITIONAL INFORMATION

Technical Skills:
• Windows 2008 R2 and Windows Server 2012 R2 setup, imaging and deployment.
• Heavy Virtual Machine and System Center Hyper V manager 2008 R2 Experience and 2012 R2
• Windows 2012 R2 running High avail SQL cluster deployment from Bare metal and Virtual machines.
• 9+ years Troubleshooting LAN and WAN related issues including wireless.
• Large Lab environment upkeep. Experience in small and large lab environments. Both Virtual and Physical
• PowerShell Scripts edit and maintenance.