

Richard Buergerhoff

Senior Network Engineer-Windows Server 2003, 2008, CRMs, Active Directory, IIS SQL, Unix, Linux, Infrastructures, NAS, Windows 2003 to 2010/sbs 2011 migration , VB Script, Citrix

Philadelphia, PA - Email me on Indeed: [indeed.com/r/Richard-Buergerhoff/2c71e9bcc610bea8](https://www.indeed.com/r/Richard-Buergerhoff/2c71e9bcc610bea8)

Professional Profile

- An A+ and Microsoft Certified Systems Administrator (MCSA) with extensive experience in end user support, troubleshooting and training.
- Known as a results-oriented team player with superior customer perspective.
- Able to make quick, stable decisions while managing the IT resources and infrastructure of a company and keeping it operating at peak performance.

CERTIFICATIONS, SKILLS AND KNOWLEDGE

Microsoft Certified

IT Professional Microsoft Certified Systems Administrator (MCSA) Switches and Routers Backup Strategy and Implementation Network Equipment

Windows XP, 7, 8 Microsoft Server 2008 LAN/WAN Project Management Active Directory Exchange [...] RAID Support Staff Training Unix/Linux Visio Migration SMS Firewall VMWare CRM/ERP

VPN IIS VOIP SQL

Authorized to work in the US for any employer

WORK EXPERIENCE

Systems/Network Engineer

Information Logistics, Inc. - Pennsauken, NJ - February 2016 to Present

Responsibilities

- Supported a mixture of 300 + Windows (2003-2012) and Linux servers across three datacenters on a VMWare infrastructure
- Designed and trained on a new streaming server setup supporting 800+ cameras
- Implemented a new phone system setup for the internal business using an open source phone system
- Geared such fail over technologies as SQL mirroring and Vmotion

Senior Engineer

Verus Group - Ardmore, PA - September 2015 to January 2016

Responsibilities

- Served as a Sophos expert for the company and end clients
- Maintained 2 Datacenters with backup solutions as well as connectivity and day to day operation
- Managed Windows 2008, 2012 and Linux Servers on VMWare ESXi5.x, 6.x platforms

- Performed as level 3 support to the help desk
- Supported several brands of mobile devices
- Performed in diverse projects such as server migrations and wifi rollouts.

Accomplishments

Caught up company by making backups current. Was the go to person for many projects

Skills Used

Windows Server, VMWare, Sophos

Network Security Engineer

Signature Systems PDQ - Warminster, PA - October 2014 to July 2015

Responsibilities

- Directed a project implementing Sophos Firewall, endpoints, and unified threat management (AlienVault) within PCI compliance across 2,000 stores, spending the majority of the time working independently.
- Designed easy-to-follow documents for other employees to refer to.
- Trained coworkers with limited technical background to successfully install complex technology for the end client.
- Supported SQL, VMware, Windows Server 2012, Sophos firewalls, AlienVault, Dell PowerConnect switches, Kaseya, XenServer, POS systems and other virtual technologies.
- Became known as the key engineer to gear projects toward success. Received comments from supervisor that projects that would normally take twice as long were completed quickly when I became involved.

Accomplishments

Became known as the key engineer to gear projects toward success. Received comments from supervisor that projects that would normally take twice as long were completed quickly when I became involved.

Skills Used

SQL, VMware, Windows Server 2012, Sophos firewalls, AlienVault, Dell PowerConnect switches, Kaseya, XenServer, POS systems and other virtual technologies

Network Engineer

Zog Inc - Perkasi, PA - November 2013 to August 2014

Responsibilities

- Trained technicians in the technologies the company supported as well as the internal technologies of the company.
- Automated several maintenance procedures to keep client technologies current.
- Supported Windows 2012/2008/2003, VMWare, HyperV, Firewalls, Terminal Server.
- Involved in decision making process for customer IT solutions.

Accomplishments

- Decreased company outstanding liability by ensuring backups to the end client were made current.
- Brought in-house technologies (ConnectWise/LabTech) up-to-date thereby making them more efficient for client needs.

Skills Used

Windows Server, Network Infrastructure, Organization and a Good Grasp of Multitasking

Network Engineer

Link High - Morris Plains, NJ - February 2009 to October 2013

- Saved company approximately 35 hours per month in support by bringing the Kaseya server up to date and online and ensuring full functionality
- Supported 1000 MSP customers in a helpdesk role
- Supported clients onsite from both a helpdesk and a Systems Engineer perspective
- Involved in decision making process for customer IT solutions
- Worked with Terminal Server, Citrix Server, Windows Server 2003/2008/2012
- Worked with Windows SBS Server 2003/2011
- Worked with SonicWall, Ruckus, and routing equipment; also supported SNMP
- Supported disaster recovery solutions
- Worked with vendors to identify effective solutions to present to clients
- Supported SANS in a virtual environment; also supported ESX
- Supported Windows 8

Tech 2

Siemens Business Services - Scranton, PA - August 2006 to February 2009

Clients: Cigna, GlaxosmithKline, and Siemens Energy and Automation

Technical Specialist

- Participated in a computer roll out project at a customer site which involved configuring and deploying approximately 300 computers in a period of 2 weeks.
- Designed Implemented and Migrated Active Directory
- Performed job roles of helpdesk phone support with such programs as Clarify, Remedy, Net Meeting, VPN, and Active Directory.
- Maintained Servers, Switches, telecom equipment, and desktops in an environment of 1200 clients.
- Participated in several projects including IMAC work and switch upgrades.
- Received Most Valuable Player award for entire east coast division.
- Repaired HP Ink Jets and Laser Jets

Independent Consulting

Teksystems, CompuCom, Advantage Technical Services, Citibank - Mount Bethel, PA - September 2002 to July 2006

- Worked as Tech Lead on a computer roll out for Citibank.
- Participated in a computer roll out project at a customer site which involved configuration and deployment.
- Managed supported and migrated Active Directory
- Maintained Servers, Switches, telecom equipment, and desktops in an environment of 1200 clients.
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Technician (Contract)

BEC Computers and More, Phillipsburg, PA - June 2002 to August 2002

- Installed and configured VPN Client in a Networking setting.
- Administered Ghost software on machines in a PC Refresh Project.
- Configured PC Anywhere for help desk usage.
- Installed, configured and troubleshot DSL/Cable Modems and Networks.
- Participated in a PC roll-out project installing Windows 2000.
- Installed client based register programs for small retail businesses.
- Served as a one-on-one tutor for America Online users.

Assistant Systems Administrator

Saint Gobain Performance Plastics - Bridgewater, NJ - June 2000 to November 2001

- Worked in a Mixed Unix/Linux windows environment
- Worked as part of a team with the Systems Administrator to cover user requests, and served as System Administrator back-up in emergencies.
- Served as prime support contact to the user.

EDUCATION

Masters in Networking and Communications Management Specializing in Security in Degree covers security management as well as numerous IT infrastructures.

Keller Graduate School - Fort Washington, PA

January 2009 to January 2011

MIS Network Administrator Diploma Program in •Maintaining an A average while taking programs to prepare to get certified in the MCSE and CCNA

New Horizons - Bethlehem, Free State

January 2010 to January 2010

Bachelors of Science, Technical Management Specialization NetComm in •Training received in Numerous IT infrastructure including CISCO

DeVry University - Fort Washington, PA

January 2006 to January 2009

Associates in Computer Networking in •Studied Computer Networking and Server Operating Systems which included Unix, Novell and Windows NT, Hardware Studies in computer Desktops

Lehigh Valley University - Allentown, PA

January 1998 to January 2000

SKILLS

To many to list

CERTIFICATIONS

A+ Certified

MCSA

MCSAM

MCP

ADDITIONAL INFORMATION

I am an IT professional possessing a Master's degree in Network and Communications Management, specializing in Security. I feel that my skills align with the position being offered by your company. I am an accomplished and well-versed technician adept at directing the design, implementation, testing, debugging and maintenance of equipment while ensuring compliance with stringent time constraints. I am currently seeking a position that will effectively utilize all of my skills, abilities, and areas of expertise.

Taking initiative has always been a primary focus of mine, both academically and throughout my career. I certainly understand the concept of responsibility, holding an intense work ethic and striving to do my best

in any situation. During over 15 years of work experience, I have enthusiastically sought challenging projects and have made strong contributions to the companies I have been hired by. Highlights include the following:

- Exceptional problem solving, communication, organization and time management skills.
- Full lifecycle experience in scoping, designing, developing, and supporting enterprise-scale business applications and business intelligence software.
- Unique competency in translating business problems into technical solutions, including technical leadership and coordination, and ensuring customer needs are met.
- Outstanding leadership abilities: able to coordinate and direct all phases of project-based efforts while implementing efficient customer support initiatives.
- Was able to convert in-house MSP utility servers (e.g., Kaseya and LabTech) into fully functional, easy-to-manage tools, improving them from suboptimal functionality.

My technical and business background is enriched by the following certifications: CompTIA A+, MCSA, MCITP, and MCSAM. Having the ability to quickly grasp business and technology concepts and being able to think creatively has granted me much success. I have an intense interest in pursuing and overcoming difficult challenges and previous employers have recognized my hard work in the form of positive performance reviews and an award for MVP of the North East Coast (while at Siemens). I have the drive to make a difference.

I'd like to meet with you and discuss how I can contribute my experience, skills and dedication. I can be reached at [...] and look forward to speaking with you.