**Sterling Stone MCSE/A, Security+,CCNA, AWS, N+, A+**

415-671-9595

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[**http://www.linkedin.com/pub/sterling-stone/3/b53/5/**](http://www.linkedin.com/pub/sterling-stone/3/b53/5/)

**SUMMARY**

Seasoned and experienced System Administrator/Network Engineer/Desktop Technician with exceptional customer service, technical troubleshooting, monitoring, and network system management skills in a multi-vendor environment with focus on Cloud Computing, Network Security, Disaster Recovery, Virtualization and Configuration Management.

**EDUCATION:**

**• MCSA /MCSE**

**• CCNA/CCDA**

**• Security+**

**• AWS Cloud Practitioner**

**• A+ Hardware/Software**

**• Kaseya Certified Engineer**

**• Nutanix Certified**

**• Presently pursuing the PMP certification**

**Bachelors of Science degree** - Music Engineering Technology,*University of Miami* - Coral Gables, FL

*Advanced coursework* in Electronics, Digital Audio, Digital and Analog Synthesis, Acoustics, Recording Studio

Practices & Maintenance, MIDI, Symphonic Orchestra, TV Studio Prod., Classical Guitar, Jazz Piano.

(Minor in Electrical Engineering (60 credits completed at *The Pennsylvania State University*, State College, PA.)

**TECHNICAL SKILLS:**

**Hardware/Communication:** Routers: Cisco 1700-3800 series, Adtran Atlas 550

LAN: 802.11 a/b/g, Compaq, Dell, Avaya VoIP 4000, Polycom VSX.

WAN: Internet/ Intranet/ Web, LDAP, TCP/IP, SNMP, IPSEC, PPTP, Azure,

Firewalls (Fortinet, Sophos, Sonicwall, PaloAlto, Meraki Networks), Microsoft O365

**Software:** Win Server NT-2019, Windows 3.11-10, Mac OSX (10+) Casper Suite/JAMF, Airwatch, WorkSpace ONE, iPhones, MS M365, Entra, SharePoint, Intune, UNIX (Solaris), Linux (Fedora/SuSe/Ubuntu), Citrix Metaframe3-XenApp7.15, AWS, SMS 2003-SCCM2016, SQL Server 7-2017,Exchange 2000/2K3/2K7/2010/2019, SAN/NAS, SalesForce Admin, Postini, Xenserver, VMWare ESX/ESXi/vSphere/vCenter, Wireshark, Symantec Endpoint AV, CA Etrust AV, Fortinet, Cisco PIX/VPN, Backup Exec 12.5, NetApp, Evault, BrightStor Backup, Box, Mover io, ShareGate, Remedy, Track-It, ServiceNow, HTML, Lingo, Spice, Pascal, MS Access, PERL/CGI, PHP, JavaScript, VBScript, Python, Ruby, PowerShell, Frontpage, Chef, Puppet, Ansible, Illustrator, Premiere, PhotoShop, Quark, F5 LTM Load Balancer, Citrix Netscaler ADC, Amazon Web Services, Azure, Rubrik, JIRA, Confluence, OKTA, Commvault, Endpoint Manager, Azure AD, kubernetes, G Suite, Oracle NetSuite, iManage, Nutanix, Sophos.

**HONORS:**

• Secret security clearance

• Keiser University’s Advisory Board

• University of Miami Dean’s List

• Pennsylvania State University Dean’s List

• USAF Achievement Medal/ Honorable Discharge

**WORK EXPERIENCE**

**Systems Engineer/Desktop Consultation,** *StoneZone Security,*San Francisco Bay Area, CA 06/23 - present

(Clients: SMSUK, The GAP, USF, CenturyLink, Externetworks,Structured Financial)

**San Francisco Department of Public Health – EPIC, VDI, Win11, System Center, Service Now Administration**

- Hardware/ Software/ System migrations/upgrades, assessments, audits, designs & training.

- Windows NT/2K/2K3/2008/2012r2,2016,2019 SMS 3-SCCM2016, Exchange Server 2K3-2019. Office XP-365/SQL v7-2017

- Apple/Mac OSX (10.1+), Cisco/Meraki SDWAN, Casper Suite/JAMF iPhones/iPads/Android phones, Citrix Mframe3-XenApp7,

Meraki, Xenserver 7, UNIX(Solaris), Linux (Redhat, SUSE), Symantec AV/VPN setup/TS, VROPS, VCS, VCP5

- Cloud upport: Azure AD, M365, Intune, Box, Amazon AWS, G-Suite/ Workspace, Meraki AS,Dell PowerScale, VXRail

- License Management: iLok,LS-DYNA, RLM, FlexLM, FlexNet,BetaLM,LM-X,JIRA,Altair, SNOW, Ivanti, ServiceNow

- Implement iSCSI SAN HP VSA, VMWare VCenter, VSAN, F5 Load Balancer, Fortinet, Citrix ADC/Netscaler, NetSuite.

- Implement monitoring and alerting solutions to track application health and performance.

- Develop Business Continuity/ Disaster Recovery plans.

- Setup and troubleshoot various CCTV/IP, Crestron, Zoom video systems

- Configuration Management Tools: SCCM, WinInstall, Casper Suite/JAMF, Chef, Puppet, Ansible

- Translate business needs into IT requirements that support company’s objectives.

- Efficient system architecture and proactive server monitoring.

- M365, MS Entra and MS Exchange to M365 Cloud Mail Migration.

- SharePoint server migration/upgrade.

- Polycom RealConnect for O365 setup.

- IIS & SharePoint 2007-2016 Configuration/Maintenance.

- Recommend software for business processes.

- Project lead on various migrations/upgrades.

- Corporate Security hardening/ penetration testing (Kali Linux, Nessus, Metasploit, WireShark).

**Senior Systems engineer/Data Center Administrator –** *IP Infusion* Santa Clara, CA 01/22 – 06/23

-TL9000 Internal Auditor Certified.

-Created Azure VM’s for engineers.

-Physical hardware swaps: (Fabric and Backbone).

-Optical transceiver swaps / circuit diagnosis.

-Line card swap.

-TOR Replacement.

-Worked with vendors for RMAs.

-Asset Management.

-Tools and Ticket management (Jira/Confluence).

-Build relationships with partner teams within the DC.

-Ability to review hardware logs, isolate and identify root cause.

-Remote link troubleshooting.

-Mentored and guided L1resources.

**Senior Systems Administrator -** *Lockheed Martin/Kaztronix* Sunnyvale, CA 04/21-11/21

-Secret security clearance.

-Support/Migrate/Install all Windows Azure Server/Client issues.

-Setup/Support VMware ESXi/ Horizon Server and VDI deployment/support.

-Ensure all engineered solutions follow DISA STIGs and DoD policies and standards.

**Life Science Validation/Test Consult/DevOps –** *Abbott Labs/ Johnson Srvcs* Bay Area, CA 06/20-02/21

- Configuration and management of development tools such as Git, SVN, Bugzilla, Trac, TeamForge, etc. running

on Windows servers with PERL Database administration.

- Familiar with source control, branching, merging, and release cycles, using Github, SVN, Bugzilla, Jira.

- SQL, Sharegate & SharePoint/Project server migrations. Azure, G-Suite/ Workspace Admin,

**Systems Administrator** *ICE Consulting* San Francisco, CA 02/20-06/20

- Support all Macintosh/PC needs of Users – G-suite, Centrify, Jamf Pro, WorkSpaceOne, Zoom, Crowd Strike, CrashPlan, Box, Meraki, Jira, Confluence, Intune, Fortinet Firewall, Endpoint Manager, AWS.

- Install, maintain & upgrade internal hardware/software systems for designing/ developing company products.

- Setup, troubleshoot and monitor Zoom (room) video cameras and controllers. Crestron video systems, Meraki.

- Purpose and implement system enhancements that will improve reliability & performance of the system.

- Troubleshoot servers, software & hardware issues.

- Write PowerShell scripts for Centrify and Google WorkSpace One tasks. Chef and Puppet.

- Assist with recommending, scheduling & implementing system hardware and/or upgrades or repairs

- Research, evaluate and recommend software and hardware products.

- Translate business needs into IT requirements that support company’s objectives.

- Develop Business Continuity/ Disaster Recovery plans.

- Provide new hardware specifications to users based on application needs and anticipated growth.

- Monitor usage and performance. ConnectWise ticketing system.

**Systems Administrator** *Bay Area Rapid Transit* Oakland, CA 09/19- 02/20

- Effectively resolve incoming user calls with problems on their computers, anything IT. Over 2000 tickets resolved.

- Utilize a software reporting tool, Remedy/Salesforce, to record the necessary information of the user’s problems.

- Effectively utilize desktop computers with various Operating systems (Mac OSX, XP, Win 7-10).

- Effectively utilize MS Office 2003 - O365 Products (Word & Excel).

- Effectively perform computer imaging and config of devices. VMware Horizon 7, Intune, Endpoint Manager.

- Wrote PowerShell scripts for SCCM imaging. iManage.

- Develop and maintain network management procedures such as: End-User Network Data Storage Allocation Guidelines, Data Backup/Archive Procedure, Network Troubleshooting Guides, Network Problem and Escalation Guidelines, etc.

- Control security of computer-related equipment and provides protection of end user data integrity; maintains Asset Inventory & Utilization Database of all computer-related equipment.

- Operate an Administrative computing Help Desk; coordinate responses to user help calls; monitor end-user help calls to receive, analyze and implement solution to requests for support from end users.

- Maintain network resource location lists (Printer Locations/Corresponding Queues, Network Drive Locations & Uses, etc.)

- Design project automation plans including requirement analysis, evaluation of new hardware and software for applicability

to project requirements, promotion of hardware/software standardization across user base

-Translate business needs into IT requirements that support company’s objectives.

- Project lead on various migrations/upgrades.

- Recommend software for business processes.

- Efficient system architecture and proactive server monitoring.

- Troubleshoot and resolve Administrative network problems including network communications routing, data access, printing and general administrative application areas.

- Monitor the daily operations of the network.

- Worked with BART police in capturing, editing and forwarding surveillance video.

- Provide backup coverage for Computer Support Coordinators during scheduled days off, vacations, etc.

**MSP Sr. Systems Administrator,** *TeamLogic IT of San Francisco,*  01/19 – 07/19

-Kaseya certified engineer, Sophos certified engineer, RapidFire Tools, Autotask, BMSS/ForeSight, ITGlue, Acronis, Google Compute, G-Suite, Google Workspace Admin, Macintosh OSX, Windows10 & Meraki SDWAN support.

**Systems Admin/Desktop Consultation,** *StoneZone Security,*San Francisco Bay Area, CA 10/14 – 01/19

- Hardware/ Software/ System migrations/upgrades, assessments, audits, designs & training.

- Windows NT/2K/2K3/2008,2012,2016,Azure SMS 3-SCCM2012, Exchange Server 2K3-2013. Office XP-365/SQL v7-2017

- Apple/Mac OSX (10.1+), Cisco/Meraki, Casper Suite/JAMF iPhones/iPads,Android phones/tablets, Citrix Mframe3-XenApp7,

Xenserver 7, UNIX(Solaris), Linux (Redhat, SUSE), Symantec AV/VPN setup/TS, VROPS, VCS, VCP5

- Cloud service support: Microsoft O365, Intune, Azure AD, kubernetes, Amazon AWS, Google G-Suite Admin, Meraki.

- Implement iSCSI SAN HP VSA, VMWare VCenter, VSAN, F5 Load Balancer, Citrix ADC/Netscaler, NetSuite.

- Implement monitoring and alerting solutions to track application health and performance.

- Develop Business Continuity/ Disaster Recovery plans.

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- Configuration Management Tools: SCCM, WinInstall, Casper Suite/JAMF, Chef, Puppet, Ansible

- Translate business needs into IT requirements that support company’s objectives.

- Efficient system architecture and proactive server monitoring.

- PowerShell/VBScript for Microsoft products/ Windows Domain Automation.

- Polycom RealConnect for O365 setup.

- IIS & SharePoint 2007-2012 Configuration/Maintenance.

- Recommend software for business processes.

- Project lead on various migrations/upgrades.

- Corporate Security hardening/ penetration testing (Kali Linux, Nessus, Metasploit, WireShark).

**Sr. Sys. Admin/ I.S. Security Officer – Dept of Homeland Security/Lockheed Martin** San Fran, CA 9/11-9/14.

- Responsible for all client computer/network/PDA issues for Western States.

- Server 2012/2008/2003/Cisco-Meraki Administration.

- SharePoint 2012 Administration.

- Responsible for Backups/Restores with Symantec NetBackup/BackupExec.

- PowerShell/VBScript for Windows Domain Automation.

- Responsible for Region security compliance.

- Supervised 15-20 help-desk team members.

- Service Now Help Desk system.

- Top Secret Security Clearance.

- Set up CCTV video cameras, assisted Federal Police in isolating/capturing/forwarding surveillance video.

**Systems Administration/ Tech Support**, *Ares Corporation*, Oakland, CA 5/11-9/11

**-**Worldwide Technical Support for installations of PRISM G2 Project Management software.

- Set up, administered & beta-tested all software development needs related to SQL2008r2/HyperV/Citrix.

**-** Technical Manual editor

**Systems Administrator**, *Track Comp Cntr/Golden Gate National Parks Conservancy,* San Francisco, CA 12/07-11/10

- Hardware/ Software/ System migrations/upgrades, assessments, audits, designs & training.

- Apple OSX, Windows NT/2K/2K3/2008R2 Server, SMS 2K/2K3/2K7, SQL 2K/2005, Exchange Server 5.5/2K/2K3/2K7.

SQL 2005, Office XP/2K3/2010, SMS3-SCCM2012, Meraki, WinInstall, Citrix Metaframe, Solaris, Linux.

- Resolve Enterprise AD issues such as: logon failures, account lockouts, network connectivity, DNS

and WINS resolution, authentication problems, DFS links and replmon issues, folder/print permissions, etc..

- Advanced troubleshooting of issues such as Active Directory, multiple topology Sites/Services and DFS.

- PowerShell/VBScript for Windows Domain Automation.

- Web Design & Server admin. IIS, Apache, Dreamweaver, Flash, Perl, VBScript, PHP, ServiceNow.

- Translate business needs into IT requirements that support company’s objectives.

- Develop VPN solutions. Setup firewalls Fortinet, Sophos, Sonicwall, PaloAlto networks, Meraki.

- Oversee data backup & replication (Symantec/Veritas Backup Exec, Evault, Retrospect). FRS, HP Openview,

Second Copy, Memeo, Tandberg/VxA Exabyte tape systems.

- Restructure VLAN based on departmental relocation.

- Implement Virtualization technology (VMWare ESX, Citrix XEN & MS Hyper-V).

- Lead team of 4 technicians on various projects.

- Recommend software for business processes.

- Maintain/educate corporate SOX compliance.

- Optimize LAN using performance reports.

- Implement iSCSI, SAN/NAS Technologies.

- Administration of all Macintosh needs.

- SalesForce, ServiceNow Administration.

- Network security hardening.

- Set up IP Cam: <https://www.parksconservancy.org/parks/park-web-cams>

**Site Systems Administrator**, *Embarcadero Systems/ Majestic Insurance,* San Francisco, CA 05/07-12/07.

- Sole site administrator of AD Forest of 3 domains/200 users.

- Provide technical support to users regarding hardware, software, and network-related problems.

- Citrix Administration (Metaframe XP, Presentation server 3.0, 4.0 & 4.5).

- Oversee backups via Evault software.

- Supervise implementation of building security software. Fortinet FortiGate firewall.

- Assist in building/company relocation.

**IT Instructor,** Keiser University, Pembroke Pines, FL. 6/06- 4/07.

Florida Career College, Lauderdale Lakes, FL 1/07-4/07.

Fasttrain School, Fort Lauderdale, FL. 5/06 – 10/06.

- Instruct students on Microsoft.(Win2K3 Client, Server, AD, Exchange, Office 2K3, Cisco.

**PC / Networking Technician III**, *Chicos FAS, Inc*., Ft. Myers, FL 6/04 – 01/05.  
 -Provide technical support to users regarding hardware, software, and network problems (Win/Mac)  
 -Provide specialized user support services including the timely diagnosis and resolution of problems

and malfunctions in computer applications.   
 -Research and evaluate computer and network software and hardware to determine their utility   
 -Analyze and diagnose network problems for a variety of users,   
 recommend corrective solutions to be applied to network hardware or software.   
 -Install, maintain, and repair Local Area Networks   
 -Monitor the network to ensure reliability and availability.   
 -Assist in optimizing computer and network performance   
 -Identify problem sources to resolve hardware and software failures and malfunctions

-Document problems relating to hardware, software, and networks, resolving them

independently or referring them to appropriate staff or outside vendors as needed   
 -Perform setup and installation of computers, networks, peripherals, and software for users   
 -Prepare hardware, software, and procedural documentation   
 -Work cooperatively with other department staff in assisting and resolving user technical problems   
 -Maintain current knowledge of technological advances in computers and   
 peripheral equipment, software, operating systems, and networks   
 -Supervise backup/recovery of corporate data and inventory of over 1000 clients.   
 -Supervise XP migration and interoperability with STS applications.

-SQL database migration and connectivity.

-Blackberry setup & configuration.

**\*References Available Upon Request\***