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| Jermal M. Smith |  | C:\Users\sysadmin\AppData\Local\Microsoft\Windows\INetCache\Content.Word\qrcode.23512137.png |
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|  | jermsmit@gmail.com |
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**Experienced IT Professional***with years of demonstrated success implementing business functionality with proven positive impacts in the concentration area of Information Technology, Infrastructure Architecture and Administration. Possessing a strong multifaceted set of skills in various technologies. Possess first-rate communication skills in addition to collaboration skills to lead and work in concert with diverse team structures. With impeccable references to back an exemplary record of commitment, and the highest degree detail in all assumed roles.*

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| **PROFESSIONAL EXPERIENCE** |

**Infragistics, Cranbury NJ** 7/2007 – Current

***Senior Systems Administrator / Team Lead (2014-Current)***

* Team Lead
  + Reports directly to IT department manager, shadowing responsibilities as needed
  + Demonstrated senior level of knowledge in troubleshooting complicated technology issues
  + Responsible for researching and evaluating new technologies
  + Providing guidance of technical efforts to leverage team skills in solving business objectives
  + Provide direction by mentoring of team, focusing on strengths, improving areas of weakness
  + Delegate responsibilities, supervise tasks
  + Work and communicate with other departments, attending meetings and assisting in projects
  + Ensure self and team adheres standard concepts and designs by modeling our responsibilities
* Microsoft Partner, Volume Licensing, Enterprise Agreement Administrator
  + Assignment of licensing issued to us via our volume licensing agreement
  + Delegations of access to MSDN, TechNet
  + Responsible for gathering firsthand knowledge of offered products features and capabilities
  + Managing entitlements and ensuring compliance
* Principal in implementation of emerging technologies
  + Understanding business requirements, transforming them into scalable/manageable solutions
  + Researching to understand the technologies role in the infrastructure ecosystem
  + Evaluation of technologies to formulate future planning
  + Development of skills to support the emerging technologies used
* Responsible for datacenter hardware specifications to meet business needs
* Manage routine server maintenance, system deployments
* Storage Engineer / Architect
  + Identify and implement storage technologies used in the organization focusing on cost of ownership and performance using tiered storage modeling.
  + Maintains storage configurations to provide capacity planning and performance monitoring/tuning of systems
  + Monitoring the use and availability to proactively recommend improvements
  + Efficient problem resolution and service request handling
  + Perform storage hardware/software upgrades in order to maintain future stability and support
  + Benchmarks, evaluates and makes recommendations for the selection of storage hardware
  + Works with IT management and business to defined disaster recovery and business continuity requirements.
* Additional Responsibilities
  + Manages connectivity between international office locations
  + Provide deployment and implementation infrastructure services on premise and cloud
  + Evaluates infrastructure to detect critical deficiencies; making recommendations using appropriate solutions/technologies/services to close these gaps.
  + Maintains the supportability of our existing IT assets
  + Functional contributor to the IT department’s workflow process by remaining hands on working alongside the team; including incumbent responsibilities

**Infragistics, Cranbury NJ**

**Senior Systems Administrator (2012-2014)**

* Principal/Lead on all Infrastructure Projects
* Principal/Lead on research of new technologies
* Implementation of cloud technologies: Amazon, Office 365, Azure
* Project Leader, Implementation of Office 365 Migration of Email, and Office Communications
* Principal/Lead in defining infrastructure software, hardware upgrade requirements
* Mentor role to entry level systems administrator staff and desktop support teams
* Evaluates current state architectures to detect critical deficiencies
* In charge of network topology, design, and security principles.
* Principal/Lead in upgrading all infrastructure application services; software, hardware.
* Introduced and Implemented centrally managed authentication of Wireless connectivity
* Introduction of software update services to manage updates
* Management of all end network IP resources such as DHCP, DNS, Firewalls along with public address allocation and distribution
* Introduced VLAN technology to segment networks to prepare for compliance adherence
* Introduced VOIP solution to extend our network infrastructure to provide telephone services
* Key role in Office Infrastructure Relocation Project
* Assisted in planning building security; badge management, and video mentoring
* Lead in Colocation Datacenter Relocation Project

**Infragistics, East Windsor NJ**

**Systems Administrator (7/2007-2011)**

* Managed and supported hardware, software operations in a geography dispersed environment
* Researched new technologies in preparation of future needs as business objectives shift
* Introduced infrastructure to support remote connectivity for staff. Service such as VPN Access
* Assisted in the design, Implemented and Maintained a centrally managed virtual infrastructure
* Introduced a distributed file system to the organization to crate organization in file shares
* Introduced replication services as a means to sync content to geographically dispersed office locations.
* Maintained secure interconnects of network connectivity to geography dispersed office locations Proposed, Introduced the concepts of utilizing load balancing methods for application services
* Accepted role of SharePoint Administrator
* Accepted role of Exchange / Office Communication Administrator
* Received Service Award for contributions to the company

**WeGuardYou, Manalapan NJ**  2003 – 2007

***Systems Administrator***

* Worked closely with development department to resolve specific software issues.
* Domain / Realm Administration for ISP Services
* Primary Administrator for Hosted Services such as Web Hosting and Dial up Service
* Internal Office Network and Computer Support
* Responsible for Backup System and Data Recovery Operations

**H&R Block, NJ**  2002 – 2003

***Data Specialist / Technology Support / Network Support***

* Worked as a team member to maintain and enhance multiple proprietary systems
* Formulated batch process to improve order processing.
* Responsible for technology support of hub office locations
* Responsible for hardware upgrades.
* Responsible for office backups

**Capgemini, Clark NJ** 1999 – 2001

***Software Developer / Consultant***

* Solutions Consultant for VOIP Telecom Projects
* Created test plans and documentation
* Local support for clients during consultant engagements

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| **RECENT PROJECTS** |

**SharePoint Demo / Development Environments:**

* Worked with teams to scope project requirements; environment, hardware, resources
* Defined hypervisor use to provide a stable environment high density of guests
* Created process and procedures to be followed to assists in achieving goals
* Active Directory Deployments, SharePoint Farm Deployments
* Provide continued support of environment

**Lab Management for System Center Virtual Machine Manager**

* Installation, configuration of Hyper-V 2012 R2 Server environment
* Installation, configuration of System Center 2012 R2 Virtual Machine Manager
* Installation, configuration of Systems Center 2012 R2 App Controller
* Defined security groups, networking supporting isolated vlan for lab guest machines
* Lead on creation of templates used in Hyper-V Lab cloud environment
* Continued support for lab environment and user base

**Deployment of Office 365**

* Exchange Online Configuration
* Lync Online Configuration, and Migration
* Setup of ADFS 2.0
* Directory Synchronization
* Email migration; Hybrid and Cutover approaches
* Continued support for use base

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| **TECHNICAL SKILLS** |

**Operating Systems:** Windows Server 2008/2012/R2 Versions, Windows XP/7/8, Linux, iOS, Android

**Development Software:** SQL Server, Microsoft Visual Studio, Team Foundation Server

**Applications:** SharePoint 2010/2013, Exchange 2007-2013, Great Plains, Dynamics CRM

**Virtualization:** VMware ESXi, vCenter Server, Microsoft Hyper-V (SCVMM), Citrix Xen Server, Oracle VirtualBox

**Networking:** Cisco Routers, Vyatta now Brocade, Cisco Switches, HP Switches ProCurve POE

**Servers Hardware:** Dell Servers, White Box Server Solutions

**Storage Systems:** Dell EqualLogic, Openfiler, OpenMediaVault, FreeNas, Linux MDM Raid

**Cloud Technology:** Office 365 & Azure, Amazon (AWS, EC2, Beanstalk, S3)

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| **EDUCATION** |

New Horizons Course in Windows Server, SQL Server Administration 1999 – 2001

Cittone Institute Computer Networking, Basic Computer Programing 1998 – 1999

Monmouth University Associates in Sociology / Political Science 1996 – 1998