

LAURA J. BREWER

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IT ENGINEER

Delivering Excellence in Technical Support, Infrastructure Management, Service Delivery, and Systems Administration

Accomplished IT professional with expertise in diverse technologies within multiple industry settings. Demonstrated success managing Networking, Software Engineering, QA, Change Management, Service Delivery, Information Security, and Technical Support. Effective in implementing standards and processes that improve business functionality. Innovative leader and technology advocate able to integrate systems and application services to maximize efficiency and performance.

AREAS OF EXPERTISE

Incident Management | Project Management | Data Center & Server Support | Process Improvement | DHCP
Business Analysis | Team Leadership | Business Intelligence | Network Administration | Information & Network Security
Data Migration & Analysis | Mailbox Migration | Business Continuity | Disaster Recovery | Metrics

PROFESSIONAL EXPERIENCE

FRANKLIN TEMPLETON INVESTMENTS (FTT), Rancho Cordova, CA

1999-2020

Infrastructure Engineer – FTT Consumer Support Services | 2013-2020

Provided service support, mailhost support and maintenance, public folder clean-up, incident management, asset management, capacity management, change management, business continuity/disaster recovery, 24x7x365 on-call support, patching, performance management, root cause analysis, problem solving, PowerBI, metrics reporting, and internal/team communications.

Key Achievements

- Delivered support for multiple technologies including Good Mobile Messaging, AirWatch, Exchange, Enterprise Vault, Public Folders, Skype, Verba, PowerView, Vantage, Yahoo Instant Messenger, Email Encryption, Mailhosts, Clearwell, and Office 365.
- Facilitated the in-progress migration of the mail gateway from a Cisco Ironport device to Mimecast and designed a process to clean the obsolete IP entries; removed 4000+ entries from the system.
- Migrated 15K+ mailboxes in 2 years ahead of late 2020 with multiple dependencies.
- Monitored and supported TLS Mailhost; implemented new servers to outbound relay with no impact to the business.
- Restored service for items under Groupware control during high-severity outages in less than 2:30 on average.
- Consistently achieved a customer satisfaction rating of 4.0 to a 4.8 customer success goal.
- Collaborated on the development of a new report to identify and clear 18K+ orphaned SIDS for optimal system health.
- Participated on the Stealthbits Project to create/test reports for public folders; reduced manual data management efforts and cleaned up 26K folders. Implemented an audit to improve remediation time and proactively address new violations.
- Drove the massive cleanup of messaging service Infra tickets and templates in ServiceNow to avoid monitoring two systems.
- Recognized as the Public Folder SME, Microsoft Excel, Microsoft Access, and the ServiceNow SME.
- Eliminated 300,000+ unnecessary folders and migrated 300 GB of data to shared mailboxes.
- Achieved infrastructure success rate and availability of >99% and issues/impact related to change are <7%.
- Successfully managed SSL certificates to ensure accuracy of asset status in infrastructure and timely decommission of assets.
- Performed timely software updates/support for operating system patching; promoted first-call resolution for the CSS team.

Senior System Administrator / Vax Administrator – Access Management | 1999-2013

Served in dual capacities as a Senior System Administrator and Vax Administrator. Provided account administration, email processing, termination and transfers, access audits, engineering support/administration, workflow planning, and technical process improvements. Established network accounts, tier 1 single user network support, incident monitoring, and user requests.

Key Achievements

- Led multiple projects including application migrations, account administration; consulted with FTT, business partners, and audit analysis departments and stakeholders to execute projects.
- Provided 24x7 on-call, Tier 2 tech support to resolve printer and privileged account setups across FTT platforms/applications; managed Severity 1 & 2 production tickets and Severity 3 escalations for Engineering, FSS, IBM, and IT Management.
- Delivered world-class service to IS&T as a Vax Administrator; provided high-availability support for corporate hosted systems in the corporate Open VMS environment; provided capacity planning and tuning and executed software/hardware upgrades.

PROFESSIONAL EXPERIENCE (CONTINUED)

SCIENCE APPLICATIONS INTERNATIONAL CORPORATION (SAIC), Travis AFB, CA

1995-1999

Corporate Executive Information System (CEIS) Administrator – Healthcare Technologies Group | 1997-1999

Served on the Integrated Contractor Team (ICT) managing the Data Mart regional server at David Grant USAF Medical Center. Maintained and troubleshot the DEC VMS operating system software, managed user accounts, supported local/remote users, monitored system logs to detect unauthorized access/irregularities/privilege abuse, and monitored system performance. Served as the primary point of contact for the ICT. Maintained ADP I Security Clearance. Served as a Back-Up Unix DB Administrator.

Key Achievements

- Consistently ensured that CEIS is operated, used, and maintained according to internal security policies and procedures.
- Provided system security and software upgrades and supported the Trendstar and Quantum/Trendpath products.
- Assisted Regional Instructor with MTF setup/troubleshooting and reported security incidents, violations, and vulnerabilities.
- Coordinated regional hardware installation, site preparation, communications networking, and integration of procedures within the facility's Automated Information System (AIS) during the CEIS deployment.
- Acted as an ongoing SME on CEIS server to ensure timely implementation of data and software upgrades, maintenance of appropriate operational environment and system hardware procedures, proper offline storage and back-up file/restoration, revocation of user access/privileges, queuing batch jobs, performing system shutdowns, and setting up print queue formats.

Software Specialist – Composite Health Care System (CHCS) | 1995-1997

Served as the CHCS Network Administrator and Windows Administrator. Maintained the Alpha/DEC four-node 7730 cluster running open VMS/DSM/Multinet, and CHCS. Maintained VAX/DEC dual Node 6620 Cluster running Open VMS/DMS/Multinet, and CHCS, the Alpha/DEC 2000 running Open VMS/DSM/Multinet and CoPath Anatomic Pathology Software.

Key Achievements

- Provided enterprise system implementation, maintenance, software installation, customer service, operations staff training.
- Performed ad-hoc report generation via CHCS Fileman, statistical analysis, PC-to-Mainframe communications, hardware repair and upgrade, hardware and software support, and served as the Back-Up Manager.

Additional Professional Experience

Coordinator, Referring Physician Information System (RPIS), UC Davis Medical Center, Sacramento, CA (4 years): Provided enterprise-wide Provider Information Tracking System (PITS) development, RPIS implementation and maintenance, system needs assessments and requirements analysis. Served as an Interdepartmental Liaison of the Chair Users Group, NT Network Administrator. Managed hardware/software upgrades, installations, and support, custom PC network applications (using C, C++, and Paradox for Windows). Provided PC to mainframe communications, data normalization, and statistical analysis.

Computer Specialist & Human Resource Assistant – Human Resources Department, River City Bank, Sacramento, CA (2 years): Established specifications of the Personnel Program by debugging FoxBase code, Lotus, Abra, DOS, and extracting/entering 25+ years of personnel data. Set up office automation tools and streamlined processes, forms, and spreadsheets for payroll/HR.

EDUCATION & TRAINING

B.A., Mathematics; Computer Science & Statistics minor, California State University, Sacramento, CA

A.A., General Studies, Sierra College, Rocklin, CA

Training: Tracking Performance in Workday (2016), Automating Excel 2010 Tasks using Macros Web-Based Training (2016), Culture of Compliance (2016), Advanced Automation Administration with Windows PowerShell (2016), Business Analysis (2016), IT Strategy Essentials: Business & IT Strategy Alignment (2016), Communication & Information Security (2016)

TECHNICAL SKILLS

Microsoft Windows, ServiceNow, Microsoft Exchange 2016/2010, SQL, Active Directory, Visio, VMware, BMC Remedy, Unix, Business Objectives, Windows Server, Solaris, Microsoft Office, SSL Certificates, Enterprise Vault, Skype for Business/Lync, Verba, PowerView, Mailhosts, Clearwell, Office 365, Yahoo Instant Messenger, Airwatch, Vantage, C, C++, Paradox for Windows