

LEAD NETWORK OPERATIONS / SYSTEMS ENGINEER

Professional Summary

System Engineering/Network Operations Lead with over 15 years of experience managing and maintaining Enterprise-Level, multi-platform environments. Develops enhanced systems from existing resources with primary focus on customer experience and site availability. Defines and documents support standards, policies and procedures and analyze system architectures to identify opportunities for improved use of existing technologies. Broad background in operations, project management, root cause analysis, incident and change management. Enthusiastic team player dedicated to continuous process and product improvement in the face of rapidly evolving and changing markets. Extremely results-oriented and proactive in finding cost-effective solutions to company-wide problems. Unsurpassed attention to detail and work ethic, continually focusing on the user and customer experience.

Qualifications

- Excellent problem-solving abilities
- Experienced process and training documentation writer
- Six Sigma Certification
- Process improvement specialist
- Excellent written and verbal communication
- Adherence to high site-availability standards
- Continual process/procedure improvement
- Change Management
- Root Cause Analysis
- Excellent multi-tasker
- Extremely detail-oriented

Technical Expertise

- Windows/Linux/Unix Administration
- VMWare and OpenStack
- TCP/IP
- Refined system debugging skills
- DNS/BIND
- DHCP
- Cloud/VM Administration
- HTTP/Apache
- Akamai Content Caching
- SSH/Telnet
- Webservers and Application Servers
- Microsoft IIS/Apache Tomcat/WebSphere (WCS)
- Citrix Netscaler and F5 Loadbalancers

Work Experience

Lead Network Operations / Systems Engineer

December 2006 to April 2015 Bickford Senior Living 1/4 Okemos , MI

- Lead a team with offices in Texas and California.
- Interim Austin Site Manager
- Remote administration of Windows, Linux/Unix, Loadbalancers and Network devices using RDP, SSH, VDI, vCenter
- Coordinated and distributed work and lead projects between multiple offices located across the United States, China and India.
- QA tested both internal and customer facing tools and products and provided feedback to ensure that all products released adhered to the strict company standards and provided suggestions for features and upgrades for version releases.
- Ensured network, system and data availability and integrity through preventative maintenance and upgrades.
- Handled escalations from Customer Support teams to validate customer experience issues, formulate and implement solutions with primary focus on Time to Restore and Site Availability.
- Diagnosed and troubleshooting UNIX/Linux and Windows processing and configuration problems and applied solutions to increase efficiency.
- Lead projects across our DevOps, User Experience/User Interface, Customer Service, DBA, Tools and Systems Administration teams.
- Site Reliability functions to include troubleshooting and debugging of production performance issues, recommended and implemented configuration changes
- Systems Administration for an Enterprise-level environment of over 40,000 Windows systems, 23,000 Unix/Linux Systems, 2,300 Loadbalancers (Citrix Netscaler/F5).
- Contacting and coordinating with Vendors for Hardware replacements.
- Cloud Administration of both VMWare, VDI and Openstack Virtual Machines, Clusters and attached Storage
- Incident Management: Running Crisis Bridge for deviations greater than 8% to any monitored metric or resource.
- Root Cause Analysis for Incidents and prepare reports with analysis and recommendations for preventative measures.
- Change Management functions to include final approval for Linux/NT changes and the deployment of recommended patches and code.
- Provided continued maintenance and development/deployment of bug fixes and patch sets for existing web applications.
- Created and maintained internal training documentation, SOPs and trained new employees.
- Configuration Management functions to include approval and execution of Emergency Configuration changes.
- Provided site wide monitoring of all site Networking traffic (incoming/outgoing) and other metrics using Nagios, Tableau and Keynote investigating any deviations.
- Provided L2/L3 Support for all teams with products in the Production Environment for eBay and all subsidiaries.
- Continual process improvement and tools integration Leading cross team projects for both internal improvements and business and role

development.

Senior Unix Admin

January 1999 to January 2006 Northrop Grumman i¼ City , STATE

- Created documentation/training on L1/L2 troubleshooting of processes to help desk staff and Junior administrators.
- Enterprise-level administration of over 10,000 Windows systems, 27,000 Unix Systems ADIC Tape Libraries and SAN storage devices.
- Building and configuring and placing SUN, IBM and SGI servers to customer's specifications.
- Maintenance of all server and desktop systems to include patching and upgrades.

Education and Training

Bachelor of Science : Information Technology Management , 2006 Jones International University i¼ City , State Information Technology Management