

SENIOR SYSTEMS AND NETWORK ENGINEER

Profile

Dependable certified IT professional who is hard-working, honest, and a fast learner. Always willing and seeking to learn new applications and technologies in order to benefit the business and broaden skills. Possesses excellent interpersonal skills and works well in both an individual and team environment. Experience working under a tight budget in a deadline driven environment which has led to a focus on always evaluating the cost effectiveness of solutions.

Skills

MS Office 2003/2007/2010/2013/365, VMware, Trixbox, Norton Ghost, CCH and Thomson Reuters CPA software, Kaseya Monitoring, Track-It ticketing, Good, Sharefile, Quickbooks, Sage Accounting, MXLogic, OpenDNS *Client OS: Windows XP/Vista/7/8/8.1, Ubuntu/CentOS/Fedora Linux *Servers: Windows Server 2000/2003/2008/2012, SBS 2003/2008/2011, ISA Server 2004/2006, Forefront TMG, Exchange Server 2003/2007/2010/2013/365, IIS Server, SCCM 2007/2012, Hyper-V, SQL Server *Backup Solutions: Datto, Symantec Backup Exec and System Recovery, Efolder, Veeam, IBackup, Mozy, Carbonite.

Professional Experience

January 2013 to Current

Cornerstone Research Menlo Park , CA Senior Systems and Network Engineer

- Hired as a junior field technician and was quickly promoted multiple times up to senior technician after displaying superior customer service skills, excellent troubleshooting capabilities, and the aptitude to quickly learn and apply new and existing technologies.
- Senior field technician for an MSP which provides IT support for over 75 companies, including many high end CPA firms, Law Offices, Financial Services, Funeral Homes, Temples, etc.
- Designed and implemented entire IT infrastructures for businesses moving locations and new businesses starting from scratch as well as top to bottom network upgrades including ISPs, Routers, switches, servers, and desktops for various businesses based on their needs and budgets.
- Project lead on numerous server migrations including migrating entire AD environments from 2003/2008 to 2012R2, migrating from physical servers to both 2008 and 2012 Hyper-V virtualized environments, Exchange migrations to Office 365, Exchange 2010, and Exchange 2013.
- Advised companies on IT upgrades, new products, better practices, backup and disaster recovery solutions with a 5 year outlook for better IT budgeting and planning.
- Responsible for self-managing scheduling for all of my clients, including coordinating regular on-site visits, server maintenance/updates, computer upgrades/installs, and any projects or large scale hardware/software upgrades both during and after hours.
- Maintained a well-documented environment for all my clients, including computer and employee set up checklists, step by step installation instructions, problem resolutions, etc.
- so other techs were able to go on-site and have all necessary information.

March 2010 to January 2013

Masterbrand Cabinets Inc. Columbus , OH Regional IT Manager and Network Administrator

- Hired as the IT Manager at the Braintree campus.
- After displaying an eagerness to learn coupled with the ability to test and implement new systems without direct oversight was then rotated between the Cambridge, Woburn, Braintree, and Framingham Campuses.
- In addition was also brought on to the Corporate Project Team.
- Company lead for installation/setup/training/troubleshooting for Trixbox based VoIP systems.
- Primary point of contact for all tech related issues on campus containing 150 systems with 400+ students and 35 staff total (morning, afternoon and night classes).
- Provided desktop support to all students and staff at multiple campuses.
- Facilitated the move of all classrooms and offices in one building to another including the installation and setup of all desktops, servers, printers, switches and furniture.
- Designed and implemented the entire network infrastructure in a new location including all cable runs, keystones, punch downs, and uplinks according to EITA 568B standards.
- Created and maintained all user accounts, group policies, and logon scripts in a multi-site AD domain.
- Project lead in replacing current ISA 2004 firewalls with TMG 2010 across multiple campuses.
- Project lead for implementation of SCCM 2012 across all campuses replacing WSUS and MOM 2005.
- Upgraded all servers from 2003 to 2008 including raising the domain functional level to 2008R2.
- Part of a team that successfully performed a side-by-side implementation and migration from Exchange 2003 to Exchange 2010 at the corporate level.
- Created and deployed images based on the needs and hardware of the specific classes.
- Installed and setup a CCTV surveillance system with a DVR and remote viewing capabilities for security purposes.

January 2007 to January 2009

Double E Company City , STATE Machine Operator

- Machined parts on manual horizontal and CNC milling machines.
- Assembled and inspected core shafts, core plugs, and core chucks.
- Sandblasted and nickel plated various parts.
- Performed any other various jobs as needed (including shipping, painting, gluing, etc.).

Education and Training

2010

The Career Institute of American International College

City , State

Master Certificate in PC & Networking Design with Security on, instructor-led training

2007

Rensselaer Polytechnic Institute

City , State

Skills

Accounting, AD, Backup Exec, Backup, budgeting, budgets, cable, Cisco, Hardware, CNC, CPA, Client, clients, customer service skills, desktops, disaster recovery, Financial, firewalls, functional, IIS, instructor, ISA, IT support, Law, Linux, managing, Exchange, Exchange Server, MS Office, Office, MOM, outlook, 2000, Windows XP, migration, network, Networking, Norton Ghost, OS, painting, peripherals, policies, printers, Project lead, Quickbooks, Reuters, Routers, Sage, scanners, scheduling, Servers, scripts, shipping, SQL Server, switches, Symantec, desktop support, technician, phones, Track-It, Troubleshooting, upgrades, Vista, VoIP, Windows Server