

APPLICATION PACKAGER/SCCM SOFTWARE DEPLOYMENT ENGINEER

Career Overview

Software Application Packager & SCCM Deployment Engineer/Senior Systems Engineer

Broad-based and extensive hands-on experience in large corporate environments. Highly skilled in the successful implementation, support, and process improvement of Enterprise Desktop Support, Enterprise server Support, Infrastructure Architecture, as well as Software packaging and deployment, configuration and troubleshooting.

Solutions-focused, teamwork, and customer service orientated Information Technology specialist with a proven track record of peer recognition of quality work. Consistently proven ability to successfully analyze problems and provide accurate and timely root-cause solutions to information technology problems, identify deficiencies and potential opportunities, and develop innovative solutions for increasing reliability and improving productivity.

Culminated with ability to handle multiple detail orientated projects concurrently, while maintaining focus on accuracy and efficiency. Certified in process/performance improvement, and willing to contribute experience to improving the professional environment, document processes and procedures, and share knowledge and experience with coworkers.

Technical Skills

Skills	Experience	Total Years	Last Used
Desktop Imaging and Deployment, OSD, Network Bootdisks, WinPE, MDT	Experienced Professional	5	2013
Windows Desktop Operating Systems XP, 7, 8, 8.1, 10	Subject Matter Expert	16	2016
Windows Server Operating Systems Administration and Technical Support 2003, 2008, 2012	Subject Matter Expert	10	2016
Microsoft SCCM Administration 2003, 2007, 2012	Subject Matter Expert	10	2016
Server Hardware Configuration, Installation, and OS/Software Configuration	Subject Matter Expert	7	2013
VMWare/VSphere Server Virtualization, Installation, Configuration & Technical Support	Working Professional	7	2013
Citrix Server / XenApp Administration & Support	Working Professional	7	2013
Digital Fax Server Administration & Technical Support	Subject Matter Expert	7	2013
Microsoft Infrastructure Support Applications & AD, GPO, TCP/IP, DNS, DHCP, WINS, Subnet	Working Professional	7	2016
Windows Desktop Virtualization Installation, Configuration, Testing	Working Professional	13	2016
Enterprise Application Deployment & Troubleshooting	Subject Matter Expert	10	2016
Application Packaging	Subject Matter Expert	10	2016
Flexera AdminStudio	Subject Matter Expert	10	2016
Complex Custom Scripted Solutions for Desktop & Server Environments	Subject Matter Expert	10	2016
Powershell	Working Professional	7	2016
VBScript	Subject Matter Expert	10	2016
Windows Command Line Scripting	Subject Matter Expert	12	2016
Microsoft App-V 5.0	Working Professional	4	2016
VMWare ThinApp 5.1	Working Professional	2	2016
AppSense	Working Professional	2	2016
Software Deployment Portal	Working Professional	3	2016
Windows Server & Desktop OS Patching, WSUS	Working Professional	7	2013
Windows Server Monitoring & Alerting, SCOM	Working Professional	7	2013
Process & Procedure Reference & Training Documentation	Subject Matter Expert	10	2016
Windows Server and Desktop Remote Administration	Subject Matter Expert	14	2016

Accomplishments

- Nominated by CIO for employee of the month award, multiple time winner for excellence in customer service and technological expertise
- Progressed forward in responsibility from Desktop Support Technician to team lead, to Infrastructure Services, and finally to Subject Matter Expert in several Infrastructure Technologies
- Led medical and IT documentation conversion from paper to digital documentation utilizing Rightfax Fax Server technologies. Chosen to visit other hospital locations to inform them of its capabilities and potential for significant savings
- At the time, only organization in the country to successfully package Siemens Syngo Dynamics software package to Enterprise environment with "locked down" non-administrator based desktop computers. Requested by Siemens to consult with engineers so that process could be incorporated into future releases.
- Created highly complex unattended installation deployment chain for deployment of Landmark's Openworks software. Requested by their organization to contribute to documentation process for distribution to future customers, due to the difficulty and high volume of support being demanded by its consumers.
- Completed 120 hour B.S. degree in Computer Information Systems exclusively at night, after working standard 40 hour or more schedule

Work Experience

Zenimax Media, Inc. February 2014 to March 2016 Application Packager/SCCM Software Deployment Engineer

Ns, CA

- Assumed senior packager role so current lead could focus on projects and special assignments
- Packaged over 500 enterprise software packages with custom configurations using Install Shield Tuner .mst transforms, AdminStudio repacker, executable built-in installer options, or Virtualization
- All applications were packaged and deployed to enterprise-scale highly complex environment with heavily controlled by GPO non-administrator end-user profiles
- Created highly complex and lengthy install sequences using package dependencies, task sequences, as well as SCCM application model with dependencies
- Designed own detection methods to accompany applications and configured them to be deployed through SCCM 2012
- Heavily used Microsoft Sysinternals suite of applications to troubleshoot and diagnose windows systems and applications for root-cause, so that fixes could be included in packaging process
- Scripted complex custom solutions for software configuration sequences, based on customer requirements, using PowerShell, VBScripts and Windows Command
- Virtualized first initiative, using Microsoft App-V 5.0, and VMWare ThinApp 5.1
- Provided customer service based, enterprise configured, results driven, and intermediate to high complexity application packages for deployment with SCCM 2012
- Documented processes and contributed to Desktop Services Engineering process improvement for packaging and deployment processes
- Troubleshot SCCM 2012 deployment issues for packages, applications, and task sequences

LOLA Savannah Coffee Shop January 2014 to February 2014 I.T. System Engineering Consultant
City, STATE

- Analyze current I.T. environment after 2 previous consultant failures
- Reconciled the growing divide between customer and employer
- Optimized Windows Server and Windows Desktop environment
- Made hardware and software configuration recommendations
- Implemented recommendations for current environment, as well as made changes to network topology, email service providers, and disaster recovery techniques
- Repaired non-working, remotely viewable, security camera system and corrected long standing recording issue
- Resolved every uncompleted support request, as well as handled ad-hoc requests, and design modifications
- Secured wireless and LAN networks through tightening of security policies, and separating the guest wireless network from the internal network
- Discovered and documented all system I.T. Administration credentials and administration points

The Methodist Hospital September 2001 to August 2013 Server Engineer
City, STATE

- Created and updated unity desktop and laptop images, created network boot disks for desktop support technicians, documented processes for reference, and in-serviced other teams whom utilized imaging technology.
- Resolved over 15,000 Heat & Change gear incidents.
- Project management level, handling multiple concurrent server application projects, and change management requests.
- Additionally, rotated with teammates to provide 24/7 on-call support for 12,000+ AD users, 20,000 AD machines, GPO, DNS, DMZ, Citrix XenApp, Microsoft SCCM, Microsoft SCOM, Microsoft Exchange, VMWare VSphere, McAfee ePolicy Orchestrator ePO, McAfee Endpoint Encryption, and hundreds of healthcare related applications residing on thousands of data center servers
- Assisted with P2V conversion and removal of 500+ physical servers from old data center.
- Assisted in data center coordination and physical move of 1000+ Servers and related equipment from Texas Medical Center location to offsite privately owned building Provided support for ~2000 Application, SQL Database, IIS Web, physical and virtual servers, as well as 12,000+ AD users.
- Hands-on experience in capturing, packaging, and recapturing .msi windows installer packages for the last 7 years using InstallShield AdminStudio to recapture if necessary
- Customized batch files, registry modifications, file and permission changes, desktop shortcuts, also customized VB and PowerShell scripts to make modifications to a non-admin, tightly restricted, secure Healthcare desktop computing environment
- Install Shield Application packager worked with internal and external customers to provide solutions to locked down environment. Frequently creating scripted solutions for custom task sequence or installation packages.
- Created, tested, and deployed these packages to multi-site large corporate environment. (20,000 AD machines)
- SCCM Application Deployment Specialist Go-live deployment, monitoring, and post-deployment support for managed healthcare, administrative, and research technology applications
- Trained new-hire employee to assume the role of SCCM OSD Deployment Engineer, functionality of SCCM, image creation and modification, and essential tools for image deployment such as Microsoft MDT and USMT.
- Planned, implemented, and managed AD security groups, AD OUs, AD user and computer objects, AD Group Policy objects, Microsoft Exchange Server 2007/2010 distribution lists and shared mailboxes, and Microsoft SharePoint & Project servers and websites. Windows Share/NTFS file & folder permissions, and secured storage pools from Storage Administrator
- Experience in creating lengthy task sequences through SCCM, enabled a zero-touch unattended installation, to prevent user intervention. Microsoft SCCM Administrator Supported entire SCCM infrastructure for over 2000 servers, and 20,000 computers. Troubleshot client/ server issues, created collections, packages, task sequences, advertisements, and supported secured access to its

resources. Also trained other teams on the operation of SCCM and created documentation website for internal reference

- Rightfax Server Administrator – Worked with telecomm to implement 2 SR140 virtual board servers and 2 front end Rightfax Application Servers in a server collective topology. Administered Fax Server accounts, telecomm DID routing codes, and implemented solutions for internal customers. This enabled the removal of many physical fax machines and enabled the conversion of many paper based systems to digital documentation and record keeping.

BP January 2000 to March 2001 Windows 2000 Deployment Technician
City, STATE

- Travelled to offsite remote locations with low bandwidth internet to upgrade computing environment to Windows 2000
- Customized and utilized COE scripted application install configuration software to pre-stage hardware for deployment to users
- Backed up and restored user related data and ensured functionality of new system with user

Education and Training

University of Houston 2016 Computer Information Systems City, State, United States GPA: Will finish in Summer 2016)

- B.S. in Computer Information Systems currently enrolled (3 classes remaining), and will finish in Summer 2016
- Have completed entire 120 degree program two classes per semester, at night after working 40 or more hours a week

The University of Houston 2015 Performance/Process Improvement City, State, United States

Austin Business School 1999 Microsoft Certified System Engineer City, State, United States Expired
Skills

Application Packaging, Software Deployment, Microsoft SCCM, Windows Server Administration