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| Michelle Voidets |  |
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Executive Summary

* IT operations support with 13+ years’ experience providing technical support at OS, hardware and infrastructure levels.
* Track record of completing projects on time or ahead of schedule resulting in huge savings for the company.
* Build Windows and Linux servers to customer specifications in both virtual and physical environments.
* Configure and administer VMWare vSphere security to meet audit and compliance requirements.
* Research complex issues and coordinate with technical resources to resolve.
* Responsible employee who can interpret complex instructions.
* Excellent member of a team and, also able to function independently.
* Outstanding problem-solving skills, along with time management skills.

**TECHNICAL PROFICIENCIES**

* **Operating Systems:** Windows, Linux, VMware vSphere
* **Hardware/Systems:**  Infoblox DNS, HP servers/storage, Dell servers, UCS
* **Tools:** VMware vCenter, VMware Horizon, vROPS, VMWare vRealize Suite,HP Data Protector, OnCommand Insight, ePolicy Orchestrator, SCCM, Microsoft Active Directory/GPO, Dell iDRAC, Cisco USCM, SSH, FTP, SFTP, IBM GPFS, FCoE, iSCSI, PowerShell, Veeam, Microsoft Office 365, HP Asset Manager, HP Server Automation, Infoblox, Nutanix, AWS, GCP, familiarity with Bitbucket, Terraform, Ansible
* **Certificates:** GCP Associate Cloud Engineer

Professional Experience

MUFG Feb 2021 - present

**Systems Engineering, Associate Vice President**

* Design, implement, and maintain VMware vSphere virtualization infrastructure, including ESXi hosts, vCenter Server
* Monitor and troubleshoot VMware vSphere environment for performance and availability
* Configure and manage virtual networks, storage and other components
* Develop and maintain automation scripts for VMware vSphere
* Work independently and receive minimal guidance on work assignments
* Schedules and perform VMware installations, patching and upgrades and maintains them in accordance with established client’s SLA and procedures
* Manage vRealize Aria, for daily tasks and reporting
* Help our build team with AWS deployments
* Migrated VMs from old hardware/vCenters to our 7.0 and 8.0 environments
* Utilize powershell for infrastructure capacity and vcenter daily health reporting
* Setup SRM jobs, participate in annual DR testing
* UCS hardware management

**Project Intake & TIO Alignmen**t

* Receive project timeline
* Review Requirements needed by BU
* Create hardware and software Estimates.
* Submit SWR’s, follow up ensuring delivery dates are met for server builds
* Regular meetings with stakeholders to ensure all necessary work is being done

Atos Nov 2019 - Feb 2021

**Technical Expert IV – IDM CO NDCS NAO - McKesson**

* Daily administration, configuration and optimization of an Enterprise virtual environment using VMware technologies and related tools including vSphere / vCenter; vSAN; vROPs; NSX; vRealize
* Using VM features for HA, including DRS, SRM, and vMotion
* Familiar with Oracle VM Manager
* Performing upgrades and applying patches or firmware updates to the virtual infrastructure software or hardware
* Completing service requests or incidents tickets in support of the virtual infrastructure
* Agile methodologies and framework
* NSX upgrades
* vRealize upgrades (vRA, vRO, vROps)
* GCP Associate Cloud Engineer Certified

McKesson, Scottsdale, AZ March 2011- Oct 2019

**Sr. Engineer, VMWare Engineer**

* Provide VMware Tier 3 support in 12,000+ virtual machine environment
* Maintain mission critical VMware clusters in a $180B environment
* Leveraged vMotion, storage vMotion, DRS and SRM to ensure availability
* Configure and administer VMware vSphere security to meet audit and compliance requirements
* VMware vRealize self-service support and configuration, private cloud
* CyberArk Password and Document Vault management
* vSAN Management, Configuration and Support at the VMware level
* VMware storage management with HP, EMC and NetApp disk solutions
* Trained in Scaled Agile Framework (SAFe)
* Provided after-hours support via on-call rotation
* Create, change, and delete user accounts as requested
* Repair and recover from hardware or software failures
* Able to script using PowerCLI, PowerShell as well as modify and implement VBScripts
* SME for vRealize vRA/vRO,vROPs support for private cloud
* Worked with NSX, daily troubleshooting, upgrades/patching

**Systems Administrator**

* Upgrade/Migrate ESX 4.0 hosts to ESXi 5.5
* Support and maintain environment of 3000+ OSIs
* Provide Level 1-3 support for Windows, Linux and VMWare environments
* Install new/rebuild existing Windows and Linux servers and technical solutions in accordance with standards and business requirements, both physical and virtual environments
* Configure CPU, memory, disk partition
* Develop and maintain installation and configuration procedures
* Apply OS patches and upgrades on regular basis, using WSUS and Red Hat Satellite services
* Configure / add new services as necessary
* Provide support in system configuration and troubleshooting
* Leverage ticketing systems to track, monitor and publicize environmental change controls
* Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups
* Perform periodic performance reporting to support capacity planning using vROPs
* Perform ongoing performance tuning, hardware upgrades, and resource optimization as required