

Tony English
US-TX-San Antonio-78233
Home :(240) 882-0521
Email: tdenglish1@gmail.com

Dear Prospective Employer,

Enclosed is a copy of my resume in response to your available employment opportunity. My research of companies tells me that I can make a significant contribution to your company. I have a total of over 20 years of experience in operating, repairing and troubleshooting a combination of enterprise application management tools to include IP, HF, VHF, UHF, and SHF transceivers and ancillary equipment. I am experience in installing and maintaining satellite, asynchronous transfer medium (ATM), microwave, and network management communications systems. I have effectively managed subcontractor's activities, resolve project related issues effectively and submit on time. I am familiar with troubleshooting procedures of wide area networks (WAN). I have knowledge of ticketing systems such as Remedy and Peregrine. I have performed installations and integrations of hardware and software test configurations parameters prior to shipment to sites. I have managed and worked as on calls level 3support technician for Asurion, IBM, Department of Information Systems Agency at the Pentagon (DISA), Unites States Census Bureau, United States Treasury Department, Amtrak, Verizon, Sprint International, Eli Lilly, Pfizer (pharmaceutical), and Visa International. I have subject knowledge in the field of performance of conducting site surveys at customer sites for LAN/WAN communication requirements. I have supervised numerous installation teams. I have ability to complete installations within requested deadlines in a highly pressurized and complex environment. I interface daily with clients and management personnel to assure successful installations. I have the ability to decisions that can minimize customer complaints.

Analyze Information Systems requirements and environment. Designs or conducts analytical studies, cost-benefit analyses, or other research. Evaluate, monitor, and ensure compliance with laws, regulations, policies, standards, or procedures. Purchases or contracts for IT server, equipment, products, supplies, property, and other items. Develop information systems testing strategies, plans, or scenarios. Identify standards or requirements for infrastructure configuration or change management. Lead and participate in change control (for example, reviewing configuration change requests). Develops or implements information systems security plans and procedures. Ensure appropriate product-related training and documentation are developed and made available to customers. Ability to review business processes to re-engineer and optimize workflow, improve profitability of programs through the implementations of business approaches with the appropriate technological approach. Experience preparing reports, evaluating the performance of the contract, recommending and implementing corrective actions. Proven ability to understand, organize and lead complex projects, balance multiple priorities and objectives. Experienced in Information Systems that combines strategic thinking and operational effectiveness. Understand the needs and the goals of the organization, identifying how the "project" fits into those organizational needs. Ensure during the course of any project that the overall strategic goals are met. Known as a problem identifier and problem solver with the ability to bring teams together to analyze potential risks. Ensure customer buy-in with all levels of analysis, offering a variety to possibilities in problem resolution based on careful analysis. Anticipate obstacles and designs innovative solutions. Schedule work priorities and supervise professional staff through subordinate manager. Manage and get results from

System Administrators, DBA's and Network Engineers to execute projects, analyze problems and maintain reliability of systems.

My experience ranges in managing multiple projects from network, technical, bank card, pharmaceutical, government, military, and telecommunication commercial carrier business environment speaks for itself. I have excellent verbal and written communication skills, experience in creating project plans and documenting issues as customer letters, memos, meeting minutes and project journals. My background gives me the ability to work independently, identify, manage, and resolve customer problems when required. I have worked within highly stressful practices without my workload being affected. I am proficiency in Solaris and Windows NT as well as Microsoft Word, Excel, and PowerPoint. My resume can only highlight my experience. My drive, willingness, manageability, and motivation can only come out in a face to face meeting. I look forward to meeting you in the near future to discuss our mutual interests.

Tony English
327 Hickory Club Drive
Antioch Tennessee
Home:(240) 882-0521
Email: tdenglish1@gmail.com

OBJECTIVE: Obtain a position in the IT field with a progressive, quality oriented organization that will utilize my present talents and skills. I desire a challenging working environment, as well as an opportunity for growth and advancement

EDUCATION:

Devry University Arlington VA Major: BS Telecommunications Management

JOB RELATED TRAINING COURSES TOOLS:

A+ Personal Computer Technician Certification Course; Network + Technician Certification Course; Microsoft Certified Professional (MCP) 2151, 2152 Course; Interconnecting Cisco Devices Fundamentals Course; Certificate of Completion Nerve Center Fundamentals; Perl Programming Hands on Course; Strategic Satellite and Microwave Systems Repair Course; Communications System Circuit Controller/Maintainer; Fore Systems ATM/BX and Power Hub Training Course; HP OpenView 6.0 Network Node Manager Course; Concord Network Health Operations Training Course; Concord Network Health Report and Interpretation Course; Concord Network Health Advanced Operations; HP OpenView including OVO, NNM, OVIS; Empire Technologies SystemEdge Training Course; Netscout nGenius Performance Manager; Compaq Insite; Solar Winds Orion Application; Compuware APM Vantage, Server Vantage, Network Vantage, Vantage View, Client Vantage, Advanced Web Diagnostic Server Training, CA Service Desk, Spectrum and eHealth, Opnet / Riverbed APM and TTW, FogLight, Nagios XI, Tripwire File Integrity, iQSonar, ServiceNow, and PRTG.

WORK EXPERIENCE:

Application Monitoring Engineer- Asurion Nashville Tennessee 10/2013 - Present

Responsible for building and automating monitoring and performance management of all production environments, which includes servers, network equipment, databases and proprietary software applications with the ability to respond proactively to all fault & performance events & alerts. The focus will primarily be

around instrumenting our proprietary applications for leading indicators of issues, delivering the alerts to our Network Operations Center, and automating self-healing events as much as possible. Experience instrumenting application stacks from the desktop to the load balancers, to the application servers (Tibco EMS and BW highly desirable), to middle-tier servers such as .NET with embedded SQL, and SQLServer is ideal. Ability to determine performance thresholds, key performance indicators, application event correlation, and then to raise meaningful alerts, and then devise accurate runbooks and DevOps automations is important. Proven track record of quickly diagnosing problems for database, application, network and system/server issues using CA Spectrum and eHealth, Nagios XI, Opnet / Riverbed APM and TTW, Foglight, Tripwire File Integrity, Splunk, iQSonar, ServiceNow and PRTG.

Tivoli level 3 Support Jazz Specialist- IBM Columbia, MO 6/2011 - 9/2013

Responsible for providing support for problem, change and work tickets for client server support operations surrounding the Tivoli Monitoring infrastructure. Incumbent assesses situation to determine problem facing the client. Problems are not routine or standardized and the creation of documentation explaining the solution to the problem is required. Responsible for implementing changes to client's monitoring environment. Deploy, implement, administer and provide technical support for systems management products on Unix, and Intel platforms. My technical role requires strong analytical and problem solving skills. Experience in support and deployment with any Systems Management products, such as Tivoli (DM, ITM, TEC, Framework), HP OpenView, Compuware Gomez/Vantage and various other systems management products. Adherence to system management procedures processes during testing, implementation and rollout of Systems Management/ Event Management tools. Provide regular project/task status updates to the team, team lead and EAD Manager as required. Escalate problems as per team guidelines to Team Leader and/or manager. Provide 24x7 after hours on call support as required for products supported by the team. Maintain detailed knowledge and currency of Tivoli Systems management product set functionality. Maintain detailed knowledge and currency of other Systems Management products and toolsets as supported and used by the deployment team. Create and maintain ITM6 managed situation lists. Create and edit Framework and ITM6 user accounts. Create and manage Framework and ITM6 user groups. Create and manage TEC and Omnibus consoles. Prepare process documentation during KT. Cross train pool members on routine tasks and problem diagnosis. Create and manage problem and change tickets in ISM and native ticket systems. Design and create custom ITM6 TEPS workspaces event automation. Devops Design and prepare reports for management and clients. Manage and anticipate changes in capacity requirements. Prepare cost estimates for new work and changes to existing work. Develop new software packages for distributions. Deploy create maintain configure and resolve Framework and ITM6 agents and their issues. Escalate product problems via official product support line (Tivoli Brand).

Information Technology Specialists Internal Revenue Service GS-14 11/2010-10/2011

Perform systems administration and customer support work to support IRS MODERNIZATION AND INFORMATION TECHNOLOGY SERVICES (MITS) DIVISION MIDDLE WARE BRANCH architecture and business needs. A senior member of Middleware's technical evaluation criteria board procurement team which selected a prime vendor provides input regarding the (SOW) statement of work for

existing 20 million dollar contract provide. Involved with planning, coordinating, installation, testing, operation, troubleshooting, and maintenance of hardware and software on servers and desktop systems. My work involves difficult and complex problems in the management of systems resources including performance, capacity, availability, serviceability, and recoverability as well as technical support for customers who need advice, assistance, and training in applying hardware and software systems.

Support implementation and maintenance of network and system services; monitor network and system performance; and troubleshoot problems as they arise.

Conduct integrated analysis of multiple audit logs (e.g. firewall, Web server).

Participate in design, development, acceptance testing, and implementation of software programs and/or computer equipment. Test and debug programs according to detailed requirements.

Install, test, and configure network workstations and peripherals; and instruct customers in logging on and accessing network services. In development test environment before being deployed to production

Maintain database operations, assist in returning disrupted database systems to normal operations via (SRT) service restoration team conference calls; and create reports and manipulate data in response to customer requirements.

Prepare and maintain documentation outlining equipment operations and preventative maintenance. Analyze complete documentation on the up time and reliability of systems to provide necessary information for contract enforcement.

Provide advice and assistance concerning computer software and/or equipment specifications for the utilization and acquisition, resolve issues involving conflicting requirements.

Assist and/or lead local projects, prepare and present findings, or recommend action involving the analysis of complex problems related to equipment and/or software utilization and acquisition.

Demonstrate the ability to analyze a number of alternative approaches in the process of advising management concerning major aspects of ADP system design, such as what system interrelationships must be considered, or what operating mode, system software, and/or equipment configuration is most appropriate for a given project when asked.

IT Specialist/Help Desk Manager- Department of Commerce Census Bureau GS-13, 5/2009 11/2010

Manage an IT Help desk that provides first, second, and third tier customer relationship building and problem resolution management.

Currently managing, planning, and delivery of customer support services that consists of installation, configuration, troubleshooting, customer assistance, and/or training, in response to Census Bureau Decennial Operations Technical help desk customer requirements. Technical authority and lead specialist with responsibility to ensure effective, economical, advance technical management of customer networking requirements for assigned systems and applications. Projects managed directed, or otherwise undertaken are large-scale in scope with technical authority over a wide range of systems and applications. Apply mastery level of IT networking principles, concepts, methods, and practices in assigned specialty area. Develops, interprets, plans and applies policy, process, procedure and strategy in the delivery of multi-discipline IT networking services required to achieve data and system integration/interoperability for assigned systems and applications. Provide expert technical guidance, interpretation, and implementation oversight of applicable information security policies, processes, and practices to ensure continued operational availability and integrity of enterprise applications, systems, networks,

and data. Employ broad comprehensive knowledge of emerging technologies enterprise IT architecture, customer business processes, organizational plans, and resource requirements in accomplishment of assigned projects. Applies expert technical knowledge and skill – to include enterprise and local network architecture, infrastructure, and standards; Wide Area Network (WAN) and Local Area Network (LAN) design concepts, principles and processes; network diagnostic tool sets and techniques; configuration management procedures and practices – to resolve complex operational problems and ensure highly reliable, accessible, available, and responsive network configurations. Defines and executes the total breadth of network operations of an activity to ensure continuous availability and accessibility of the organization's LAN/WAN. Develops and implements complex configuration management plans for complex LAN's and Wide Area Networks (WANs). Ensures that organization's network is capable of providing a wide range of services that are vital to the accomplishment of mission requirements. Leads major network projects such as re-establishing connectivity for relocated employees, accommodating disabled employees and implementing telecommunications support activities. Develops project plans, assigns and prioritizes the work of other network specialists, and oversees the implementation of project activities. Define customer requirements for new and modified systems and services based upon analysis of business needs and practices.

Application Engineer- Compuware Corporation (Amtrak), 6/2008 – 2/2009

Administered Vantage Suite of products to monitor and configure Amtrak network infrastructure.

ServerVantage: Tracked agent installations and task creations to trigger threshold alert on Amtrak server infrastructure.

ClientVantage (Synthetic Robots): Configured and deployed thin clients to Amtrak key locations and enduser transactions.

NetworkVantage: Configured and maintained reports of Amtrak application traffic (Protocols, Ports, etc...)

ClientVantage Agentless (Live User Traffic) application transaction configuration of Amtrak application's transactions that use the VAS and AWDS.

Web Portal. Created reports and daily maintenance on the Amtrak application group along with security and application folder creation.

Created and maintained *VantageView* canned and custom reports that included trace captures, application data analysis, Enterprise Dashboard activity, client transaction, network and server information

Key Technologies: Application Vantage, Server Vantage, Network Vantage, Vantage View, Client Vantage, Test Partner, Vantage Analyst Server, Advanced Web Diagnostic Server.

Enterprise Management Applications Administrator (Independent Consultant)- TDE Consulting, LLC, 8/2004 Present

HP OpenView Administrator responsible for monitoring the framework. Worked with the Development team to create new and update existing client systems and applications for event notification to the Site Operations Center (NOC) OpenView console. Installed and configured the Web Transaction Recorder for HTTP. Used advanced options to make script changes requiring additional information to run smoothly.

Downloaded, installed and configured Load Runner Virtual User Generator to develop mainframe application scripts that used C++ and monitored in OVIS. Used Probe Builder to generate scripts on Java based applications. Troubleshot previously recorded scripts that cause alarming in OVO. These problems can be due to changes on the web page and in the application. Installed and configured OVIS

custom probes for availability and response time. These run in the field to simulate end user experiences. Use OVO to monitor end user applications that check for status and monitor alarms. Troubleshoot applications that fail three times within a fifteen minute period in five minute intervals. Utilize message text to troubleshoot major/minor warnings and critical alarms that are displayed. Analyzed data, created reports, and implemented monitoring instrumentation based on end user requests. Managed the provisioning of reports and assisted in custom report creations. Performed standard configuration changes to the monitoring toolset and performed standard maintenance activities on the reporting toolset including patches, minor upgrades and server maintenance. Used scripting and performed customization of agent templates. Worked closely with Operations, Professional Services and Development teams to determine and implement monitoring requirements. Experience with installing and maintaining OpenView NNM version 6.X up to 7.5. Proficient with UNIX user administration and system administration of HPOpenView. kill in telecommunications project management. Identifies customers' information systems requirements.

**Sr. Proactive Engineer- Dimensions Data/ Loyd IT (Pfizer CIT group), NY, 1/2006
6/2006**

Phone (631) 439-6696 Supervisors Name Bill Riegal
Daily troubleshooting and running reports for the CA eHealth server monitoring system.

Made recommendations for threshold levels based on reports that gathered SystemEdge 4.x SNMP metrics for UNIX and Intel servers. Supported daytoday service monitoring incidents and received, verified, routed and escalated incident tickets per SLAs and SOWs. Utilized UNIX scripting knowledge, as well as user training for Peregrine ServiceCenter. Received training in the ITIL Service Delivery and Service Support processes including ServiceDesk, Incident, and Change and Configuration Service Level Management.

Key Technologies: HP OpenViewNNM (Network Node Manager), Netscout, CA eHealth, Compac Insite

**Information Technology Lead Analyst- Verizon (BBN) Federal Network
Systems, LLC, VA, 3/200108/2004**

Directed the activities of five personnel for system, network, and data administration functions at the Defense Information Systems Agency (DISA) classified IP based network. Maintained support of standard joint unique application software residing on Solaris based servers and workstations. Ensured NIPRNET/SIPERNET and the highly secure IP network gateways are robust. Perform personnel management duties and responsibilities including supervision of sections of computer specialists for testing and maintenance of WAN IP network management for local and remote clients. Responsible for supporting licenses installed on all DISA local servers for Solaris and Windows based operating systems. Utilize standard Defense Information Infrastructure (DII) Common Operating Environment (COE) security software such as Norton Antivirus, Gauntlet and Real Secure network management software such as HP OpenView 6.0 NNM, WhatsUPGold, CISCO Works and Concord EHealth within a Windows NT and Solaris platform. Proficient with help desk and web software such as Remedy and Web Hoc Query. Work with network devices including CISCO routers, switches, and hubs. Knowledge of Solaris and Windows 2000 in system and user administration. Monitor daily operations of the Secret Internet Protocol Router Network (SIPRNET). Managed and assisted network managers and various commercial vendors with troubleshooting procedures for the prompt restoration of the

networks. Used several tool suites, processes, and databases that provided the global view of the networks to identify and promptly correct problems. Develop solutions to complex problems that require the regular use of ingenuity and innovation.

Key Technologies: HP OpenViewNNM (Network Node Manager), Netscout, CA eHealth, SIPERNET, NIPERNET, PUSH Key Network, Unix, Windows XP

Senior Network Control Analyst, Defense Information Systems Agency, VA-3/1999 3/2001

Supervisors Name: Greg Hearn phone: (703) 522-1001

Used Concord Nethealth and HP OpenView on a daily basis to discover, monitor, perform maintenance, and analyze client servers, routers and circuits (including Secret and Top Secret environments).

Maintained reliability /accessibility of a Solaris and Windows NT network at all times.

Monitored and reviewed performance analyst's reports on the network and application's servers, as well as the server partitions, and LAN/WAN circuits.

Installed and used Network Server Tools such as HP OpenView NNM 6.0, WhatsUPGold, Empire System Edge (SNMP agent), Concord Network Server Health 4.1 to 4.8 Solaris 2.X, Worldview WVSS Netscape 4.0, and Remedy Trouble ticketing system. Performed as the central point of contact for operational and provisioning aspects when needs are beyond capabilities of customers. Provided real time management and control of the Defense Information Infrastructure. Supported worldwide command, control and communications mission requirements for the Global Command Center, Joint Staff, the National Imagery and Mapping Agency, Unified Commands and Services. Managed and assisted network managers with troubleshooting procedures for the prompt restoration of networks and special interest systems. Monitored, reported, and supported worldwide classified and unclassified networks to include satellite, video teleconferencing, message, and voice and data communications network.

Key Technologies: HP OpenView OVO (OpenView Operations), NNM (Network Node Manager), OVIS (OpenView Internet Service), Netscout, CA eHealth, Unix, Windows XP

Certification Project Manager /Analyst- Visa International, VA, 12/1997 – 3/1999

Supervisors Name: Mr. Ryan Wilson. Phone: (703) 287-8458 As a Project Manager, I planned and coordinated numerous U.S. East Coast Member, Nonmember Processor and Merchant Visa Net access implementations. The scope of implementations includes planning and coordinating resources, documentation and communication of plans and issues, problem resolution and post implementation evaluations. Many projects included installation and upgrades of Visa International equipment and sites. Scheduled and monitored Visa Net members upgrading software for the year two thousand. Periodically coordinated early support and pilot implementations of new technology. Performed Certification Analyst duties including being accountable for VIP Credit, Clearing and Settlement testing. Lead for certification issue escalations and resolutions to ensure customer satisfaction. Responsible for enhancement testing coordination for assigned end points and ensured customer needs were met. Ensured documentation was available and coding changes were tested within the department.

Key Technologies: Project Management

Headquarters United States Army 1111th Signal Command Fort Ritchie MD

10/1990 12/1995 Supervisors Name: MSG Derwin Davis (703) 8820117

Satellite Microwave Repairman (29M)

Maintained service on equipment that is, microwave and digital systems ranging from DS0DS3 level.

Worked with digital and analog low and high rate multiplexors, modems, cryptographic equipment, fiber optic satellite, HF/VHF/UHF/and SHF radio sets and systems. Provide technical assistance to various installation teams and commercial contractors when required. Supervised and operated communication patching panels to establish interconnection between communication facilities. Terminated and patched circuits in accordance with patching orders.

Key Technologies: HP OpenView NNM Network Node Manager, Unix,