

Technical Skills

Hardware	Physical & Virtual Servers, Storage Arrays, Firewalls, Switches, Network Attached Storage, IP Cameras, Phone Systems
Software	Microsoft Azure, Active Directory, Remote Desktop Services, FSLogix, Network Policy Server, Windows Deployment Services, Microsoft Deployment Toolkit Web Servers, Remote Monitoring & Management, Professional Service Automation
Operating Systems	Windows Server, Ubuntu Server, RedHat Enterprise Linux, CentOS, VMware ESXi
Cloud Infrastructure	Microsoft Azure, Oracle Cloud Infrastructure, VMware Cloud Director

Professional Experience

Ntiva – Lombard, IL
Senior Systems Engineer

December 2017 – Present

- Spearhead complex migration projects, orchestrating seamless transitions to new technologies with minimal disruption to operations.
- Provide strategic guidance to internal departments on technology selection, capacity planning, and disaster recovery, aligning IT initiatives with business objectives.
- Assist with the role as Professional Services Manager as coverage is requested.
- Work internally to ensure legacy internal infrastructure is properly maintained and archived items are properly purged in accordance with data retention policies and client agreements.
- Serve as a subject matter expert, providing mentorship and technical leadership to junior team members.
- Obtain industry recognized certification in order for the company to stay in adherence with requirements from Microsoft and Fortinet.

Systems Engineer

- Collaborate with the internal project team to develop standards as new products and processes are implemented.
- Carry out scoped projects including network migrations, server upgrades, email migrations, etc.
- Maintain documentation, including network diagrams, configuration guides, and operational procedures.
- Implement hybrid cloud solutions, leveraging platforms like Microsoft Azure and Sherweb Performance Cloud, to seamlessly integrate on-premises and cloud resources.
- Provide escalation support for helpdesk staff regarding various high level break/fix issues.
- Assist with network migrations to dynamic routing in converged networks including OSPF & BGP.
- Work with third party vendors to research requirements and implement solutions for new implementations, migrations, and upgrades.

Alltran Education – Woodridge, IL
Director, Information Technology

November 2010 – December 2017

- Proactively identify risks and implement solutions to mitigate or minimize risk probability and impact.
- Strategize with Corporate Compliance to contribute documentation in support of regulatory requirements.
- Provide leadership and vision for the IT department including strategic planning of information systems.
- Assess new innovative technologies, mission critical systems, security, communications, business continuity, and disaster recovery.
- Strengthen staff proficiency by facilitating technical training and applicable certification.

Systems & Network Administrator Lead

- Implement Windows Deployment Services to standardize PC imaging
- Streamline and manage Active Directory, Group Policy, DHCP, DNS and DFS.
- Facilitate implementation of PCI and NIST requirements on all external facing systems.
- Act as Level II support for Helpdesk staff and Advisor of vendors/hardware to the CIO.
- Work with third party vendors to install, configure & maintain time tracking, print authentication, file backup, event tracking, SSL VPN, web filter and network monitoring solutions.

Clear – Rosemont, IL

October 2009 – November 2010

Customer/Technical Support Lead (Contractor)

- Distribute daily work load between ten employees using shared Outlook calendar.
- Troubleshoot positioning of Residential Service Unit modem to obtain best RF signal.
- Develop best network setup using telephone adapter, powerline adapters and wireless routers.
- Assist employees and customers in configuring email client on workstation and mobile device.
- Communicate any network or RF issues with supervisor where signal should be adequate.
- Field all special handling requests from Local Market and National Call Centers.
- Determine whether the team is meeting Service Level Accountability and report at weekly meeting..

HAVI Global Solutions – Downers Grove, IL

April 2009 – October 2009

Desktop Technician (Contractor)

- Deploy machines for new and current employees using Symantec Ghost.
- Train and assist employees with any hardware/software issues using HP OpenView Service Desk.
- Administer Active Directory to reset passwords and apply file security.
- Manage Group Policy to increase security, rollout software patches and printer restructuring.
- Relocate, deploy and dispose of printers as part of a print consolidation project.
- Record asset tags and serial numbers of computers and printers as part of an inventory donation.

InfoReach, Inc – Chicago, IL

May 2009 – July 2009

Support Engineer

- Perform certification for new clients to verify trade orders are being communicated correctly.
- Diagnose problems with FIX messages getting through to a client or counterparty.
- Add transaction destinations and algorithms to client installs of Trade Management System.
- Perform all necessary changes in a sandbox environment using SVN prior to deploying to client.
- Diagnose problems with end of day scripts and reports, completing manually if needed.

Volunteer

Race Around The World Duathlon – Tinley Park, IL

2001 – 2014

Race Director

- Create online registration system.
- Design and maintain the informational website.
- Export registration database and assign bib numbers to racers.
- Mail merge bib information to address labels.
- Assist with volunteer coordination on race day.

Education

Lewis University – Romeoville, IL

August 2005 – May 2009

Major: Computer Science

Minor: Business Administration