
Technical Skills

Hardware	IBM System x, Dell PowerEdge, HP ProLiant, Juniper EX Series, Netgear ProSAFE, Barracuda Spam & Virus, Barracuda SSLVPN, Websense Security Gateway, STORServer Backup, ShoreTel Phone System & Enterprise Contact Center
Software	Terminal Services, Active Directory, Exchange, System Center, Windows Deployment Services, Microsoft Deployment Toolkit, Equitrac Print Management, Kaseya Systems Management, OTRS (ITIL Ticket System), NordicEdge Radius Server (using Yubikey), Timeforce (Time & Attendance), EventTracker, Nagios, Wireshark, MSSQL, MySQL, Apache
Operating Systems	Windows Server 2003-2016, Ubuntu Server 10.04-16.04, RHEL 5.8-7.0, VMWare ESXi 3.5-6.5, HyperV Server 2016

Professional Experience

Alltran Education – Woodridge, IL Director, Information Technology

November 2010 – Present

- 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

- 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.

Desktop Support Engineer

- Engineer lightweight Linux thin client to repurpose legacy hardware.
- Upgrade Windows 2003 Terminal Servers to Windows 2008 R2 Remote Desktop Services.
- Troubleshoot PC, Thin Client, Phone, and Printer issues experienced by end users.
- Analyze Helpdesk trends to determine commonalities that could be mitigated or enhanced.
- Perform minor maintenance to UPS and Server hardware.

Clear – Rosemont, IL

Customer/Technical Support Lead (Contractor)

October 2009 – November 2010

- 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
Desktop Technician (Contractor)

April 2009 – October 2009

- 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
Support Engineer

May 2009 – July 2009

- 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.

Internship

United Neighborhood Organization – Chicago, IL
Level II Field Technician (Contractor)

September 2008 – May 2009

- Deploy machines for new and current employees using Symantec Ghost.
- Train and assist employees with any hardware/software issues using BigWebDesk.
- Administer Active Directory to reset passwords and apply file security.
- Manage Group Policy to increase security, rollout software patches and printer configuration.
- Implement asset tracking of desktops, monitors, laptops, and projectors using custom asset tags.
- Distribute and setup network printers as well as wireless access points.

AT&T – Rosemont, IL
Technical Student Intern

May 2008 – July 2008

- Monitor servers using IBM Tivoli and follow instructions to resolve issue.
- Organize EMAS UB Outlook inbox by application name and date.
- Work with offshore team to increase speed and reliability of SSH sessions.
- Build and document a Sun Solaris 10 installation on a Sun Blade 150 workstation.
- Compile data from Autosys to migrate to ESP.

Volunteer

Race Around The World Duathlon – Tinley Park, IL
Race Director

2001 – 2014

- 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
Major: Computer Science
Minor: Business Administration

August 2005 – May 2009