

# Philip Sword

**Nationality:** American

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## WORK EXPERIENCE

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### ***Environment Control of Greater Columbus*** [ 24 May 2008 – 11 Dec 2012 ]

**City:** Columbus

**Country:** United States

- Enhanced the effectiveness of the internal mobile team environment by proactive planning, pilot testing new software and staging implementation of new technology, and rapid troubleshooting response
- Enabled users by creating easy-to-navigate, detailed knowledge-base articles and end-user instruction sets, enabling them to better leverage mobile technology potential while out on the field
- Unified a mixed Windows and Apple network server environment and used the two brands of technology to complement one another, bringing diversity to available applications for users
- Increased internal business performance metric visibility for executive management by designing detailed, structured reports through the MS Access database engine
- Streamlined workflow processes for company field management using mobile technology, giving managers the ability to rapidly report field observations to executive staff, conduct on-site, time-efficient quality control assessments, and process supply-chain orders while taking job-site inventory
- Achieved a high satisfaction rate from clients due to proactive customer service, clear customer communication, and consistent customer prioritization
- Attained high marks on internal performance reviews for superior teamwork and mentoring, along with exceeding positional requirements and expectations when managing company operations

### **ICT network engineer**

#### ***Viking Networks, Inc.*** [ 25 Dec 2012 – 4 Oct 2018 ]

**City:** Columbus

**Country:** United States

- Continuously improve, augment, and upgrade network environments, thereby increasing reliability, backbone bandwidth, and scalability;
- Audit and review network activity to actively reduce internal and perimeter risk potential;
- Lower intrusive malware and ransomware risks by implementing proactive threat management technology;
- Attain superior customer satisfaction through rapid incident response times, resulting in consistent improvement of up-time network stability;
- Decrease downtime for customers by increasing the effectiveness of their disaster recovery scenarios, thereby lowering recovery times;
- Transform server environments, decrease overall cost, and add flexibility using virtualization technology;
- Strengthen team cohesiveness through mentoring relationships, committed interpersonal coordination, and results-focused conversations

## **Sysadmin**

**Intat Precision, Inc.** [ 4 Dec 2018 – Current ]

**City:** Rushville

**Country:** United States

- Routinely assess IT infrastructure and role services design, review results, and implement improvements;
- Streamline account management in Active Directory by migrating to a consistent user and nested group structure;
- Maintain existing modular server infrastructure and add functionality by installing additional hardware, thereby creating efficiency and adding fault tolerance;
- Enhance network security practices by hardening existing Tiered Access Model design and implement advanced administrative role partitioning, tiered logon restrictions, tiered access rights, and LAPS;
- Coordinate with IT team members to create, tighten network controls, and harden management networks;
- Manage security risk and exposure while ensuring compliance to the IT environment security posture;
- Transform existing Veeam Backup deployment by utilizing Veeam's native software scalability – increase backup schedule efficiency, storage capacity, and processing performance;
- Routinely audit Veeam Backup configuration to discover hidden bottlenecks and decrease resource waste, processing time, and server loads;
- Partner with IT team members to migrate storage, VMware, and DR networks from 1Gbe to 10Gbe;
- Improve existing server environment by migrating server OS installations to Server 2019, installing Linux servers to handle a variety of infrastructure roles, and distribute services more evenly between hosts;
- Execute and streamline OS patch distribution to VMware, Windows, and Linux hosts;
- Further automate system management tasks through automation tools and scripting;
- Train IT team members in advanced processes, technical skills, and system operations;
- Coordinate with IT team members to deliver front-facing quality internal support to the Organization;
- Create and respond to IT ticket tasks related to system operations, account maintenance, and security incidents;
- Address urgent infrastructure issues on an on-call basis and improve resolution time through expertise;
- Install, maintain, and inventory applications in use on network systems, including application versioning, compatibility, and patching
- Create and respond to IT ticket tasks related to system operations, account maintenance, and security incidents;
- Augment systems health monitoring by assessing network needs and thus deploying solutions such as Netwrix Auditor, Alienvault OSSIM, VMware vRealize, and various monitoring tools;
- Re-design, tighten, and continuously improve web and e-mail security using the Zero-Trust framework as a working model, leveraging strict blocking policies and creative methods;

## **EDUCATION AND TRAINING**

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### **A.A.S. Network Systems Administration**

**ITT Technical Institute** [ 1 Jun 2012 – 14 Dec 2014 ]

**Address:** (United States)

## **LANGUAGE SKILLS**

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**Mother tongue(s):** **English**

## **DIGITAL SKILLS**

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### **VMware**

VMware vCenter / VMware ESXi / VMWARE WorkStation / VMware vRealize

### **Server Administration**

Advanced Windows Server 2016, 2012, 2008, 2003 skills / Active Directory. / Novell Groupwise Server 2018 / Exchange Server 2003,2007,2013 (Active Directory, DNS, Exchange) / Windows Server 2008R2 Windows Server 2012R2 Windows Server 2016 Windows Server 2019 / Storage Administration

### **IT Systems**

IT & Networking / Firewall and networks segments protection / Network technology / Computing security / Operating Systems (Windows, Linux) / IT Troubleshooting / Computer Troubleshooting and Repair / LAN network configuration / Networking (TCP/IP, LAN/WLAN, Wi-Fi, VPN, DHCP, port forwarding, switching, routing))

### **Soft Skills**

Organizational and planning skills / Team-work oriented / Responsibility / Research and analytical skills / Decision-making / Motivated

### **Microsoft Office**

Office 365 Administration / Microsoft Office / Outlook