***DALE F. HOLMES***

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**Summary**

Systems engineer/tester with proven expertise in enterprise server and IT operations including project management. C# experience includes working a deployment solution in Visual Studio 2012 for Autopilot deployment for PulseRT application.  Bellevue College Certification for C# / software testing.  
Solid Tier II operations engineer with Tier III experience as well. Recent POS application experience.

**Certifications: MCSA Windows Server 2012, A+, Network+, Security+**

**Professional Experience**

**Software/Hardware Administrator** (Full Time) **QuickCharge Support Technician**

**MM Hayes Company** Bellevue, WA Nov 2014-March 2016

\*     Administered POS Hardware and QC Software application ($27 million annual software revenue)

for The Boeing Company Cafes, Kiosks, and Tully’s Coffee store outlets throughout all of western

Washington and Oregon. Sharp register POS management. (150 workstations)

\*     Processed Help desk cases for the QuickCharge application on a daily basis with various clients

healthcare, small Business, government, and corporate clients using SalesForce CRM for case

management. Used remote desktop to help clients with Quickcharge server reports, etc.

\*     Serviced various register hardware devices as the sole independent POS representative for MM

Hayes to the Boeing Company and Eurest dining services on a daily basis as needed.

\*     Provided Installation, instruction, and support for a variety of electronic cash registers and other

point of sale systems including Sharp (UP600, UP700, UP800, UP3500, and X300), Datasym (6000F)

MS Dynamics (RMS and POS 2009), and Quickcharge POS (PC En try, POSAnywhere, and QCPOS).

\* Managed Payroll deduction software (Quickcharge) for Boeing and various clients by direct

administration on the application server, database server, and SDW server for register

management.

\*    Office and infrastructure manager for the MM Hayes Company in the Seattle area office.

shipping/receiving, inventory management.

**Systems Engineer/Administrator** (Contract) **Pulse Real Time Tier II-III DRI**

**Microsoft MSN – AMP Quality of service** Redmond, WA July 2011-July 2014

\*     Administration of $1.5 million PulseRT server Infrastructure for PulseRT (real time) application.

Live Site Engineering monitoring and web application endpoint alert system,

monitoring more than 10k web server application endpoints on >25k MSN, Bing Mobile,

Xbox, and Microsoft.com servers. Real time web server error aggregation.

\*    Procured new Physical, Virtual, AP, or Azure machine servers as needed to maintain/Handle Pulse

console event traffic. OS, Pulse bit Installation/configuration and maintenance of hardware and

software. Powershell and batch scripting used for automation deployment to AP hardware.

\*     Monitored web server applications for 99% availability and high error counts of codes >400 and

created PulseRT error alert tickets as needed to LSEEngage/DRI Tier 3 or appropriate feature team.

\*     Administered PulseRT server DNS traffic management for VIP’s, wide IP’s, etc. for the

PulseRT infrastructure within GFS. Managed SQL Server and IIS administration for PulseRT.

\*     Maintained 100% availability for all PulseRT aggregators, primary and secondary routers

in 24 global datacenters for the Pulse Plus UI console.

\*     Authored Sharepoint documentation for PulseRT sight. Server data management for /msasset.

\*     Onboarded feature team web servers to accurately report to Pulse Plus and

Pulse Crunch UI’s.

\*     Developed server architecture infrastructure plan for migration to AP managed hardware

from a virtual server infrastructure. Lead for the server transition to AP with Pulse team.

\*     Software testing, test plan creation, and design for Pulse Plus UI console.

\* Installed IPAK patches and OS updates for all PulseRT infrastructure servers to Win Server 2012R2.

**IT Systems Engineer** (Contract) **Incident Management/NOC Tier II - III**

**Microsoft Advertising** Redmond, WA Jan 2011- July 2011

\*     Triaged Incidents detected by service level monitoring (Tier III)

and by Tier 2 and Product Service Engineer Incident tickets

\*    Correlated system events and monitoring alerts with escalated incidents

\*    Correlated system change events with escalated incidents

\*     Determined initial scope of the incident(s) from an end-to-end systems perspective

\*    Assigned and determined appropriate severity and categorized/updated incident records

\*     Worked with operations and development groups to manage all Severity 0-5 incidents

\*     Drove escalation, mitigation, notifications and communications

\*     Ensured that incident records were accurate and complete

\*     Maintained the ownership of service request ticket queue for incident management

\*     Ensured that service requests were handled within SLA, OLA agreements

\*     Ensured that only supported service requests were handled

\*     Assured that non-supported service requests are routed appropriately

\*     Owned and maintained IM documentation and ensured it was up to date

\*     Ensured that major incident notifications are sent out promptly for Atlas operations

**Systems/Database Engineer (Contract) Windows Server/Hyper-V**

**Microsoft** Video Lab Engineering R&D Redmond, WA Nov 2010- Jan 2011

\* Administrated virtual machine development and test environment for VidLab engineering.

Created virtual servers, deployed VM’s to host servers, cloned servers for storage

to the host server library, created drive templates for VM quick deployment.

\* Installed Dynamics **CRM** 2011, **SQL Server**, **Active Directory**, and assigned roles and

services as needed for select deployed virtual machines.

\* Documented server deployment and standard specifications to VidLab SharePoint portal

site.

\* Created server audit documents of hardware and software for production, development

and test environments. Managed CRM databases on select virtual servers.

\* Administrated server topology planning for VidLab production infrastructure.

Researched SKU configuration builds within \\msMarket and GFS portals.

\* Authored timeline documentation and server diagramming with MS Visio.

\* Created baselines for server quality performance, for current production and virtual server

test environments.

\* Created tasks and defined goals on a bi-weekly and daily basis with development team,

participated in **Agile/SCRUM** team procedures. (Sprints)

**Systems Engineer (FTE) Windows Server 2003-08**

**Microsoft** Advertising/AtlasRedmond, WA July 2007- Sept 2009

\* Processed UTS ticket requests of scripted variables using **SQL server** for advanced analytics

for clients and publishers. Processed datapassback and advanced analytics autofeed tickets

for vendors. Enterprise datacenter expert for server nodes, and head nodes for DPB team.

\* Use of **Windows Server 2003-2008** and **SCOM** to identify key support processes and

troubleshooting procedures for daily Microsoft Advertising ROI conversion snapshots.

\* Built and configured approximately 800-900 HP servers (460c) using **ADS, HP smartstart**

software for new **GFS** datacenter migration, resulting in a **50% improvement** of pvm

snapshot run time data for publishers and clients. Expert use of ILO2 monitoring tools.

\* Monitored **datacenter** server operations using **HP system insight management** to provide

analysis and implement corrective action(s) as needed. Supported 25 datacenter racks

(48U).

\* Maintained standard configuration of servers in each cluster group, drive size, registry

entries

user groups, patches, and file shares. Configured **Active Directory** accounts as needed.

\* Installed network switches, HP blade enclosures, HP servers, fans, pdu’s, and maintained

fiber HBA connections within Seattle datacenter as required.

**Operations Engineer (FTE)**

**aQuantive /Atlas** Seattle, WA March 2007-July 2007

\* Administrated and maintained all hardware/software for WARP/PVM servers (1,500)

within Seattle, Boston, and Washington, DC datacenters using **Windows Server 2003**.

\* Authored datacenter internal logistics site using MS Visio for warp/pvm, Ad serving,

SAN, and networking groups.

\* Replaced HBA cards, swapped motherboards, fans, and performed memory upgrades

for all server clusters, fileservers, and headnodes, under PVM/WARP responsibility.

**Systems Administrator (Contract)**

**Sensitech Inc.** Redmond, WA Nov 2006-Feb 2007

\* Set up and support of all hardware and software workstations for new/current users.

\* Analyzed tier 2 and 3 issues, then escalated for services to be rendered for software

and hardware resolution. Created file shares, migrated data and performed security audits.

\* Served as local server administrator. Maintained time, backup, and file servers as needed.

Installed new domain servers and migrated local workstations to new operating system.

\* Maintained data security procedures and protected systems from inadvertent access.

Performed primary **help desk** roll for system builds, updates, and new applications.

**Information Systems Specialist (Contract)**

**CliniTech Information Resources** Everett, WA August 2006-Nov 2006

\* Performed all procedures for set-up and expiration of user workstations. **(Help Desk)**

\* Maintained data security procedures and protected systems from inadvertant access or

compromise. Used **Remote Desktop** for user troubleshooting procedures as needed.

\* Performed support role for network connectivity, application use, and programming as

needed. Monitored or captured data, analyzed and identified problem areas to provide

corrective action.

**Internal Resource Technician (Contract)**

**Cingular Wireless** Bothell, WA March 2006-August 2006

\* Provided support for incoming calls from internal users to provide corrective action

as needed for software and hardware issues. Internal users **help desk** contact.

\* Installed and configured desktop workstations, servers, and LAN/WAN/VPN network

connections. Performed problem analysis for resolution, or escalation.

\* Migrated **MS Exchange server** from old system to new configuration. Assisted with

application software, VPN, e-mail migration, blackberry connections, and remote access.

**Wireless Field Technician (Contract position)**

**NEC, Inc.** Seattle, WA 2005-2006

\* Installed WAN/LAN network communications equipment. Access points, MOT/Scanners

and application software in retail locations as needed. Service on **POS** systems hardware.

\* Configured server and scanners for production, tested connections for all network access.

**Information Systems Technician (FTE)**

**Merit Financial** Kirkland,WA Sept 2005-Jan 2006

\* Installed workstation hardware and software, configured devices, monitored **help desk**,

serviced **PBX telecom** equipment, and provided user support for security and applications.

\* Performed repair and support for hardware and software throughout Merit Financial.

Maintained printers, scanners, copiers, audio visual, and fax equipment as needed.

**Systems Analyst Programmer II (FTE)**

**Virginia Mason Medical Center** Seattle,WA 1990-2005

\* Managed portal imaging software PACS with use of DICOM and HL7 on a daily basis for

radiation therapy.

\* Managed inventory, planned resources, and ordered capital purchases for radiology and

Virginia Mason Cancer Institute. Implemented Kanban production system standards.

\* Installed applications, facilitated training, using micro-computer metaframe based software

for radiation oncology. Frequent use of Impac viewstation, multi-access, IDX and GE

software.

\* Developed and documented project deliverables such as: proposals, functional

specifications, establishing/maintaining work plans and issue lists, creating test and

implementation plans and acceptance documents. SCRUM procedures.

\* Interacted with customers, vendors, and management to determine system requirements

for existing and proposed operations. Identified system and procedural problems and

assisted in the implementation of solutions as necessary.

**Computer Skill Areas**

MS Office WAN/LAN Networks SQL Server 2012

VPN HP System Management SAN

Windows Server 2k10-12 PC Hardware Active Directory

MS Project Datacenter Server Engineer Visio

Outlook 2007-10 TCP/IP IIS 6.0, 7.0, 7.5

Linux Automated Deployment Services HP Smartstart

Help Desk Remote Desktop VMware

Remedy Visual Studio 2012 PACS Systems operations

Heat Smartstart T-SQL

Track IT VNC Veritas Backup

GFS UTS ticketing Ultraedit IMPAC

Database Management IDX Rad Ghost

TSG Authoring PDU Management PC Anywhere

Citrix Server/Metaframe OS (Win9x, XP, Win7, Win 8.1) MOM

Sharepoint .NET framework SCOM

UTS Ticketing GFS Change DNS

HTML 5.0/CSS XHTML Powershell/Batch Scripting

Fireworks Hyper-V Dreamweaver

Hyper-V SCOM 2007 R2 SSVMM

Product Studio Autopilot Azure Infrastructure

**Education**

**Software Test Engineering, SDET (2014)**

**Certificates of Achievement**

**\* Principals of Software Testing,**

**\* Test Planning, Modeling, and Reporting,**

**\* C# Programming**

Bellevue College, Bellevue, WA

**Certificate of Achievement (2010)**

**Website Foundations Design and Development (HTML/XHTML/CSS)**

Cascadia College, Bothell, WA

**Certificate of Achievement (2009)**

**SQL Server 2008 Business Intelligence Development and Maintenance**

Cascadia Community College, Bothell, WA

**Certificate of Achievement MCSA, Windows Server 2003 (2005)**

Northwest Technical College, Lynnwood, WA

**Associate of Applied Science, Electro-Mechanical Design (CADD) (1994)**

**Certificate of Achievement, CADD for Industrial Application**

North Seattle Community College, Seattle, WA