Kris M. Halstad

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**Skills:** Windows Server 2000, 2003, 2008, 2012, Microsoft Azure, Active Directory, Powershell 3.0, IIS 5, 6 and 7, SQL Server 2000, 2005, 2008, VMware Lab Manager 4.0, VMware VCenter 4.0, 5.0, VMware ESXi 5, Azure, Sharepoint Server 2013, Project Server 2013, SCCM, SCVMM, SCOM, Exchange Server 2003, 2007, Networking, Symantec Backup Exec 9-12, T-SQL, Nessus, Windows CMD scripting, ISA Server 2006

**Experience:**

8/08-Current **Baytel** Davis, CA

**Senior Systems Engineer**

I work on Windows Server, IIS, Active Directory, Exchange Server and SQL Server related issues. I architect solutions for clients that include server OS, software, and hardware. I work with the President on planning deployments of Windows Server 2012, Exchange Server 2010 Sharepoint Server 2013, Project Server 2013 and Small Business Server 2011. I work with Azure. I work 100% remotely on a part time basis.

5/13-6/13 **Microsoft** Redmond, WA

**Azure Windows Engineer**

I worked for Azure and was the first person to follow a process where I would use a script to automatically setup a host with 8 VM’s that were created by pulling images that were about to go to production. I would then run Nessus scans on the OS images to test patching compliance. I compiled the data into reports that were in an Excel spreadsheet. I was the first one to follow this process and I documented everything so that it could be reproduced by others. I used Powershell 3.0 in the process of doing my work.

7/12-2/13 **NYK Shipping Lines** Seattle, WA

**Windows Administrator**

I worked at NYK Shipping lines in their production datacenter in downtown Seattle. I supported a variety of proprietary applications which use technologies like IIS 6.0, FTP, Rightfax, Microsoft Message queues in Windows Server and others. I provisioned new VM’s in VMWare and did P2V conversions. I also administered Active Directory in our four production domains including security groups. I wrote documentation for our recent VMWare 5 upgrade and for our Citrix upgrade. I also got iLO working with LDAP access on our HP production servers. We practiced the ITIL approach to IT Service Management, and so for example, when making any changes to production servers I created RFC’s and Work Orders. I took the on call rotation once a month for a week.

2/12-7/12 **Tata Consultancy Services** Redmond, WA

**Senior Windows Administrator**

I worked on site at Microsoft and supported about 12 applications that leverage technologies including Windows Server 2008 R2, SQL Server 2008 R2, IIS 7.5, CRM, and Sharepoint, RSA Archer, and Apptio. Some of these applications use SANs. I did deployments of these applications and wrote documentation for them which I post on TFS. I created infrastructure requests such as DNS/WINS changes, and VIP requests. I handled all monitoring of these applications with SCOM and performed patching. We used internal ticketing systems for break/fix issues, used the ITIL ticketing system for infrastructure requests, and TFS for sprint related tasks. Most of my work was on production servers.

7/11-12/11 **Visa** Bellevue, WA

**Systems Engineer**

Built out new environments and individual developer VMs using VMware Lab Manager 4.0. Maintained and troubleshooted VMs using VMware VCenter 4.0. Environments ran on Windows Server 2003, SQL Server 2005 and utilized IIS with heavy manual configuration. The VMs ran on a SAN. As part of environment buildouts I analyzed and edited scripts written in VBscript which is used for the automated portion of the buildout. We used Accurev for source control and configuration management. I also supported and troubleshooted existing environments we have already built out and supported various internal websites, tested tools and troubleshooted network related issues involving test lab VMs. Additionally I maintained our DNS infrastructure and worked on tickets related to active directory. I was heavily involved in building out our performance and stage environments.

3/11-6/11 **Microsoft** Redmond, WA

**Build Engineer 2**

With an infrastructure focus. I created and managed Windows Server 2008 and 2003 VM’s and physical servers. I troubleshooted SQL Server 2008 issues related to the build system. I used SCVMM and Hyper-V to manage VM’s. I built out VM hosts and customized web servers on Windows Server 2008 and IIS7. I troubleshooted network and hardware issues and made recommendations as to hardware additions.

8/10 **Grandmasters** Bellevue, WA

Went to Microsoft to work on the Objective Domain Session for Small Business Server 2011, which includes Exchange server. The purpose of the Objective domain session was to define the scope of the Microsoft Certified Professional exam for Small Business Server 2011. Everyone there was either an expert on Small Business Server, or in my case, and expert on Windows Server and Exchange

11/09-3/10 **Microsoft** Redmond, WA

**Support Engineer 2**

Fixed SQL bugs on a Tier3 content management and engineering team. Worked heavily with SQL Server 2008, SQL Server 2005, and T-SQL, creating and editing T-SQL scripts, fixing them, making changes. Worked in Visual Studio Team System 2008. Worked with Windows Server 2008, Sharepoint Server 2007. Used Team Foundation Server (TFS) to edit and fix SSRS report sites. Wrote Windows CMD scripts. Edited, tested XML content before publishing to production. Supported Microsoft DX Studio. Tracked bugs in Product Studio. Used virtual servers. Used Windows 7. Worked on a modified SCRUM format on bugs from monthly sprints, and support bugs.

10/08-2/09 **Microsoft** Redmond, WA

**Systems Engineer**

Deployed, installed, configured, supported Volume License Contract Management (VLCM). VLCM is an internet facing application that was created and is managed by Licensing and Services IT. Worked heavily with Windows Server 2008 and IIS 7.0. IIS work included website installation, configuration and support. Worked heavily with SQL Server 2008 and T-SQL. Also worked with Windows Server 2003 and SQL Server 2005. Used SSIS in SQL Server for environment build outs. Daily duties included installing builds and patches following installation documents, post installation troubleshooting, responding to and working escalations, preparing environments, fixing security issues, giving permissions, creating and regressing bugs in Visual Studio 2008 Team Foundation Server, taking backups of SQL Servers. In working escalations, troubleshooting included network issues (connectivity, DNS,TCP/IP), searching and editing web.config and application.config files to locate and fix configuration issues, NLB, certificate issues and more. Used virtual servers. Worked with/configured ODBC troubleshooting tools. Responded to SCOM alerts regarding hardware and software issues on our 800 servers. Worked with members of my team, developers, testers, and project managers in supporting the application.

8/07-8/08 **Enterprise Solutions Group** (ESG) Seattle, WA

**Systems Engineer**

Supported about 12 clients mostly running Windows Server 2003, Exchange Server 2003 and 2007, SQL Server 2005, and ISA Server 2006. Worked at client sites, at a datacenter, and remotely. Supported all functionality of Windows Server 2003 including Active Directory, IIS 6.0, Terminal Services, RRAS, DNS, DHCP, and more. I got a lot of Active Directory experience that was all over the map and encountered situations that many System Administrators or Engineers might only encounter once in their career (because ESG has so many clients and many different situations arise as a result). Created and enforced group policies. Have built out entire networks deploying up to 6 racked servers, and setting up all network services. Have done systems administration and also network documentation including rack and network diagrams. Installed and supported Symantec Backup Exec 12 and earlier, and Symantec End Point. Installed and supported Trend Micro antivirus products. Installed, configured and supported of HP, and Dell servers, including RAID configuration. Worked with Citrix and VMware.

6/06-2/07 **Microsoft** Redmond, WA

**Systems Analyst**

Consulted with MS customers concerning licensing, design, and configuration of corporate networks and PC’s using Windows Server 2003, Exchange Server 2003 & 2007, SQL Server 2005, Office Sharepoint Server 2007, Project Server 2007, ISA Server 2006, SMS, MOM, Office 2007, Windows Vista, XP

7/04 to 3/05 **Highline Medical Enterprises** Burien, WA

**Desktop Support Analyst**

Provided desktop support including installation and repair of Dell PC’s, setting up wireless networks, support of all Ethernet networks, Windows XP, 2000, 98, 95, Office 2000 suite, McAfee, Cisco and Xyplex Routers, Cisco Pix firewalls. Provided Telecom support of Nortel & Avaya and handed all telecom and network outages including T1 and DSL circuits, Supported HP and Genicom printers

10/00 to 1/04 **AT&T Wireless** Bothell, WA

**Technical Support Representative**

National Support Center, supported AWS employees using software including Citrix, Siebel 7.5, Macrocell, and hundreds of proprietary web based applications. Supported corporate website including eCommerce transactions. Used Remedy Helpdesk to document problems. Used internal support documentation to fix problems

7/98 to 3/00 **Boeing Aerospace Corp.** Bellevue, WA

**Customer Help Center Analyst**

Worked at Boeing’s Central Service Response Center, a global response center for all of Boeing’s computing problems among over 230,000 users in 60 countries. Provided phone support, troubleshooting hardware and software issues. Used Remedy Helpdesk.

**Software** supported includes Windows NT Server 4, NT Workstation, and 95. MS Exchange Server/Client, SMS 1.1 and 2.0, Application servers, UNIX servers (HP-UX, Solaris, AIX), Apache Server, Internet Information Server (IIS), Mainframes, Oracle databases, MS Office 97 Suite including Access 97’ and Project 98’, dialup networking, NetMeeting, Adobe Photoshop and Acrobat Exchange, Visio 4.5, proprietary apps

**Hardware** Cisco routers, bridges, backbones, switches, hubs, Compaq Servers, PC’s/Laptops, SGI and RS6000 workstations, and many printers

9/96 to 7/98 **Keane Inc.(Microsoft)** Kirkland, WA

**Technical Support Representative**

Supported Windows 95, Internet Explorer, and other IE components for Microsoft. Supported small peer to peer networks up through large enterprise networks. Supported connectivity, TCP/IP, printing, hardware configuration, software errors, multimedia, POP3 email, Exchange Servers and much more

**Education:** Microsoft Certified Systems Engineer (MCSE) 2003

Microsoft Certified Systems Administrator (MCSA) 2003

Microsoft Certified Desktop Support Technician (MCDST)

Microsoft Certified Professional Installing and Configuring Win Server 2012

CompTIA Security+ Certification

CompTIA Network+ Certification

Associate of Business Degree, North Seattle Community College

Bachelor of Arts in Business Administration, University of Washington

**Other Interests:** Toastmasters