**Summary**

Accomplished Senior Systems Engineer with 21 years of IT experience in the areas of Infrastructure Operations, Datacenter management, Server/Network/Client administration, Exchange/Office365 enterprise messaging, Microsoft System Center suite, virtualization, storage, IaaS and cloud services in mid-large scale environments. Interested in pursuing a Senior Systems Engineer position.

**Core Competencies**

* Microsoft Windows Server 2012 R2/2012/2008/2008 R2/2003 build, install, configuration, and administration
* Advanced VMWare vSphere 6/5.x/4.x build, install, configuration, and administration
* Windows security and Active Directory administration
* Managing Microsoft Exchange 2010 / 2013 / Office365 (7,500+ mailboxes) in an Enterprise Environment
* Microsoft System Center Architect/Administrator – SCOM/SCORCH/SCCM
* Network technologies
* Backup and DR Solutions
* Datacenter management and migration
* Converged Infrastructure, Rack mount/blade server and storage hardware builds, install, configuration, and administration

**Technical Experience/Skills**

1. VMware vSphere 6/5.5/5/4.1, ESXi, vCenter, VUM, vRealize Operations Manager/vCOPs installation, configuration, troubleshooting
2. Microsoft Windows Server 2012/2008/2003, Active Directory (AD), Group Policy, DNS, DHCP, AD Rights Management Service, AD Federation Services (ADFS)
3. Microsoft Exchange Server (Office365/Exchange Online, 2016, 2013, 2010, 2007, 2003, 5.5), Hybrid, cloud and on-prem environments. Exchange Online Protection (EOP/FOPE) and tenant administration/migration, HA DAGs, CAS load balancing, message hygiene, policies, DLP & Spam protection including SPF/DKIM/DMARC, mailflow and transport rules, OWA, MX record and public/private DNS management, MDM, public folders, archiving and Exchange Management Shell/remote Powershell
4. Microsoft System Center Configuration Manager (SCCM) 2012 R2 SP1/2012/2007R2
5. Microsoft System Center Operations Manager (SCOM) 2012, 2007 R2
6. Microsoft System Center Service Manager (SCSM) 2012
7. Microsoft System Center Orchestrator (SCSM) 2012, Automation
8. Office365, Microsoft Skype for Business Online/Lync, SharePoint Online, Azure AD Sync
9. Citrix XenApp 6.5, 7
10. Microsoft Hyper-V, Microsoft System Center Virtual Machine Manager (SCVMM)
11. Server blade chassis and rack mount server hardware from Cisco Unified Computing Systems (UCS), HP and Dell
12. SAN and NAS Storage technologies from EMC, NetApp, Nimble, HP and Dell. LUN provisioning and management
13. Networking, protocols, routers (Cisco/HP), switches (Cisco/HP), firewalls, storage networking, Wireless, Enterprise Security principles, UTM security appliances and PKI
14. Converged infrastructure, VCE vBlock Systems
15. Microsoft Threat Management Gateway (TMG)
16. Microsoft Windows Deployment Services (WDS), MDT, Ghost, SCCM Software Center/Application Catalog 2012, Windows AIK (WAIK) including USMT
17. HP Systems Insight Manager (HP SIM), HP iLo
18. Microsoft Windows 2010, 8, 7, XP
19. Microsoft SQL 2012, 2008R2, 2005, 2000, SQL Reporting Services, MS Access
20. Microsoft WSUS, IIS, AD Certificate Services, PKI
21. PowerShell 4/3/2, scripting
22. EMC Unisphere, OneFS, Recoverpoint
23. Backup solutions from Symantec, EMC, Veeam, Tivoli, Microsoft DPM, and CA ArcServe
24. Microsoft Office/Microsoft Outlook (all versions), Microsoft Project, Microsoft Visio
25. SolarWinds, WhatsUp Gold
26. Anti-Virus from Microsoft Forefront Endpoint Protection, Symantec, Trend Micro, McAfee, Sophos and Websense web filtering

**Professional Work Experience**

**Systems Engineer II - 10/2015-Current**

Tetra Technologies

* Responsible for supporting 500+ virtual servers and 1pb of EMC VMAX & VNX SAN storage for infrastructure across multiple datacenters throughout the world
* Manage multiple Windows 2008 domains and cross forest AD security
* Manage and maintain the day to day operations and maintenance of the Windows environment and the vSphere datacenters
* Manage the design, deployment, monitoring, maintenance, patching, security, support and upgrade paths for all VMware systems and vm’s
* Conduct and remediate performance and capacity analysis and reporting for VMware infrastructure
* Manage current EMC SAN storage environment including LUN provisioning/managing, resolving storage shortages, alert & resolve any performance issues, ensure data is available to all applications. Work with BI/developers to determine storage requirements and optimize storage. Monitor storage environment usage, performance and availability. Forecast storage growth for capacity planning. Replace failed drives and responsible for planning/execution of new storage.
* Manage hybrid Exchange 2010/Office365 with multiple on-prem Database Availability Groups (DAGs) and multiforest 5000+ user environment
* Implemented Office365 environment comprised of Skype for Business, Exchange Online, SharePoint Online, Exchange Online Protection (EOP)
* Implement email retention policies, backup/restore mailboxes and mail stores. Troubleshoot mail related issues and track delivery of genuine mails and SPAM. Spam filtering, DLP and Discovery
* Cross Forest/Domain migrations by migrating users and mailboxes cross forest for consolidation
* Currently performing Exchange 2010 to Exchange 2013 swing migration project
* Responsible for configuring and maintaining servers running on the Windows 2003/2008/2012R2 operating system, and for the monitoring and tuning of the system to achieve the optimum level of performance for business units while ensuring greater than 99.99% Uptime
* Manage Citrix XenApp 6.5 environment
* Deployed and daily use of SCCM 2012R2 for endpoint management, remote control, patch management, software distribution, asset management including hardware/software inventory, operating system deployment and Forefront protection
* Deployed and daily use of SCOM 2012 for monitoring state, health, services, applications and performance of systems under management of proactive alerts and notifications
* Participate in DR environment setups and processes
* Create automated solutions utilizing System Center Orchestrator (SCORCH) Runbooks
* Utilize VB/Powershell to automate common functions
* Project planning and execution to address gaps/opportunities. Change control/documentation

**Sr. Systems Engineer Cloud Computing Operations - 7/2014-9/2015**

BHP Billiton/PetroHawk Division - Independent Contractor

* Manage and maintain the day to day operation and maintenance of the Windows environment and the vSphere datacenters.
* Administer IT system environment(s) including; Active Directory, Group Policy, Windows 2012/2008 Servers, File Servers, SAN, ESXi hosts, EMC Network Storage, VMware vSphere 5.5, data backups, IT business continuity and automation projects.​
* Successfully migrated BHP Billiton/Petrohawk datacenters to new colocation datacenter.
* Provide technical support for server infrastructure including instructions, problem solving, repair, compliance and documentation.
* Responsible for the management, administration, and maintenance of Windows server systems, ancillary applications and associated hardware that support the diverse infrastructure and highly virtualized VMware operating environment.
* Ensure the smooth operation of servers and storage in order to provide maximum performance and availability for users.
* Manage resources across the environment; monitor daily performance and perform health checks; review and process end user provisioning and administration requests.
* Diagnose, troubleshoot and provide technical resolution to performance issues and incident events related to the server infrastructure.
* Windows 20012/2008/R2 server template builds, administration and support; AD account and group policy management.
* Research current and emerging technologies in order to evaluate, develop, and implement new solutions that meet business service level objectives.

**Sr. Systems Engineer – 8/2013-7/2014**  
Accudata Systems

Full-time Consultant responsible for designing, implementing and supporting technical solutions for Fortune 1000 clients in the following technologies:

* Technical support for Server infrastructures, Datacenter migrations and system automation
* Microsoft Windows Server 2012/2008 Active Directory, DHCP, DNS and Group Policy
* Microsoft Exchange 2013/2010/2007/2003
* Microsoft System Center: Configuration Manager (SCCM), Operations Manager (SCOM), Microsoft System Center Service Manager (SCSM), Microsoft System Center Orchestrator 2012
* Virtualization: VMware vSphere and Hyper-V

**Key** **Projects**

* A member of the Cloud Infrastructure Operations Team on location at a leading global oil & gas company, BHP Billiton, providing operational support in their VMware private cloud environment. Provided server and VMWare support in their two data center, 1600+ virtual machine server environment consisting of VCE vBlock720's, VMware vCloud Suite and a number of other solutions from VMware, EMC, Cisco, and Microsoft. Decommissioned retired upstream domain and Exchange servers. Successfully migrated 1600+ server/storage vm’s to new datacenter. Assisted with large data storage migration from EMC Isilon to EMC VNX hardware. Lead for EMC Isilon OneFS storage anti-virus project to scan on Isilon cluster’s for viruses and other security threats by integrating with third-party scanning services through the Symantec Internet Content Adaptation Protocol (ICAP) servers.
* Active Directory/DNS repair and clean-up for major University.
* Successful implementation of Microsoft System Center Operations Manager (SCOM) 2012 for healthcare services company.
* Successful completion of Exchange 2013 co-existence migration upgrade from Exchange 2007 for a 3,000 user financial institution.
* Successful Microsoft System Center Configuration Manager 2012 R2 implementation and staff training for Suncoast Resources, Inc. in preparation for new pc refresh/deployment, reporting, application deployments and Windows Updates.
* SCCM 2012 PKI implementation and client deployment for Chevron/Phillips
* SCCM 2012 R2 site cleanup and repair, application deployments and Windows Update pushes for national pipeline construction company Strike.

**Sr. Systems Engineer - 2/2007-9/2012**  
Insource Technology

Responsible for the day to day operation of 70+ servers and infrastructure distributed over a MPLS WAN. The environment consists primarily of Windows 2008 R2 servers with some 2003 servers performing legacy functions. Responsibilities included server/storage builds, operations, maintenance, troubleshooting, incident resolution, management of Exchange Server 2010 Messaging infrastructure and DAG, implementation and administration of virtual private cloud, network equipment, servers (physical and virtual), client desktops, network printers, software applications and mobile devices. Provide project management, infrastructure planning and design, problem resolution, maintenance and technical support for servers, workstations and network equipment. Skills used:

* Manage Microsoft Windows 2008 R2 Active Directory including DNS, DHCP, AD objects, Group Policies
* Implemented and managed Microsoft Exchange 2010 SP1 with Database Availability Group (DAG)
* Implemented and Managed Microsoft System Center Configuration Manager (SCCM) & Microsoft System Center Virtual Machine Manager (SCVMM) environment
* Managed Cisco ASA firewall
* Managed Citrix terminal servers
* Managed network infrastructure including all network systems, MPLS connectivity, Routers, Switches (core and departmental, VLAN’s)
* Managed all servers, desktops and network printers
* Managed enterprise tape and disk backups, enterprise antivirus, and anti-spam
* Server and software installations, upgrades, updates and maintenance.
* IT hardware/software procurement
* Facilitated IT communication between management and departments
* Managed Microsoft Hyper-V and Virtual Machine Manager (VMM) virtual environment including host servers, VM’s, SAN, high availability failover clustering and connectivity
* Project management, planning and documentation
* PCI DSS and SOX compliance, compliance assessment, documentation, change control and compliance execution
* Managed annual operating and capital budget
* Managed Micros 9700 Point of Sale (POS) system including server operations and workstations

**IT Network Specialist** - **3/2000-2/2007**  
ABB Lummus, Inc.

* Managed Microsoft Windows 2000 Active Directory including DNS, DHCP and logon script
* Responsible for day to day operations, maintenance, troubleshooting and incident resolution of Microsoft Exchange 2003. 5,000+ mailbox environment
* Managed network infrastructure including routers, switches and hubs
* Managed server hardware and Windows server administration
* Managed enterprise backup and antivirus
* Server updates and maintenance, software installations, software upgrades.
* Provided 3rd level support to help desk staff.

**IT Network Specialist II/Senior Microsoft Exchange and SMS Administrator -5/1998-2/2000**  
Southwest Bank of Texas

* Managed Windows NT 4.0 environment including DNS, DHCP, account management/security, server builds, server deployments and server administration.
* Managed all Exchange duties including Exchange server builds, creating and managing mailboxes, setting security and message limits, performance monitoring, public folders administration, ensure connectors are operational and disaster recovery.
* Implementation and management of network systems, servers, applications, security, and network configurations.
* Server and network monitoring and administration.
* Disaster recovery planning and documentation.
* Recommended and installed upgrades, patches, and new applications for enterprise servers.
* Responsible for providing managerial and technical administration and documentation of LAN/WAN systems including security, network communications, software applications, email, networking standards, logon scripts, backup strategy, file services, and network issues.
* Provided recommendations regarding the planning, maintenance and upgrade of network and components.
* Established purchasing plan with Dell and acquired, pre-staged setup and installed all new PowerEdge servers at corporate headquarters and all branch locations.
* Identified and resolved network outages from switches, hubs, gateways and servers.
* Setup and configured SMS 1.2 and SQL 6.5 with 26 secondary sites.
* Developed standards for SMS and Exchange maintenance and fault tolerance.
* Tested and implemented SQL Stored Procedures to do all SMS maintenance automatically.
* Administered SMS for centralized network administration including hardware and software inventory, network management, Y2K reporting, software packaging and distribution, and remote administration.
* Resolved SMS, Exchange, NT and SQL issues.
* Manufactured detailed reports using Crystal Reports. Build queries to extract specific data from SMS/SQL databases.
* Performed removal of SMS 1.2 from clients and servers and upgraded to version 2.
* Lab tested and production deployed SMS 2.0/SQL 7.0 primary sites and 26 secondary sites across network.
* Installed and documented the client discovery and installation methods.
* Conducted training for Service Desk personnel on utilizing SMS Remote Tools.
* Migrated network topology infrastructure from Token Ring to Ethernet

**Senior Help Desk and Corporate Support – 1/1994-4/1998**  
IKON Legal Document Services

* Duties included building, imaging, deploying and managing desktop and notebook computer systems.
* Supported Microsoft Office, in-house applications and Lotus Notes email.
* Supported networking issues, switch patching and computer transfers;
* Supported Microsoft Windows operating systems including scripting, modifying and troubleshooting hardware and software
* Providing quality technical support in a high productivity setting.

**Education**

2016-CurrentWestern Governors University   
 B.S. Business—Information Technology Management

1991-1993North Harris Montgomery Community College   
 Computer Networking Technology

Attended various technical schools for various vendors such as Cisco and Microsoft

**Certifications & Training**

* VCE Certified Converged Infrastructure Associate (VCE-CIA)
* EMC Velocity Systems Engineer (VSE): Consolidate 2013
* EMC Velocity Systems Engineer (VSE): Backup & Recovery 2013
* VMware VTSP 5
* MCITP: Enterprise Messaging Administrator on Exchange 2010
* MCTS: Microsoft Exchange Server 2010 - Configuration
* MCSE: 2003
* MCSE: 2000
* MCSE: NT 4.0
* VMware VCA-DCV
* VMware vSphere 5.5 VCP5-DCV
* Core Solutions of Microsoft Exchange Server 2013 70-341
* Configuring, Managing and Troubleshooting Microsoft Exchange Server 2010
* Designing and Deploying Messaging Solutions with Microsoft Exchange Server 2010
* Installing and Configuring Windows Server 2012
* Administering Windows Server 2012
* Powershell Fundamentals