**Profile**

Information Technology Professional with extensive hands on technical and managerial experience in multi-industry environments. Strategically focused/tactically-oriented with proven experience driving global technology to meet the rapidly changing business requirements as it relates to daily operational efficiencies. Possesses a wide variety of desktop support skills allowing for high first contact resolution, highly skilled on both pc hardware and software. Recognized as an innovative thinker, articulate communicator and adept negotiator while introducing new technologies that significantly increases efficiencies and reduce cost. Excels in developing effective solutions and efficient processes that exceeds customer requirements and expectations while increasing IT’s value as a business partner. Strong leadership skills with the ability to motivate teams, adapt and provide an effective solution to the daily operational challenges.

**EMPLOYMENT HISTORY:**

**05/13 to 02/15**

**Westfield Corporation**

**Senior Manager**

* Managed US IT Service Desk providing daily operational support to 1500 users in the US, UK and Australian Regions which included Executive Support and Video Conferencing Team
* Providing 3rd level desktop support for Windows 7 and Mac OSx systems for onsite and remote users.
* Managed all aspects of IT Infrastructure, system engineering, daily operations and service delivery in the US.
* Managed all aspect of outsource vendor service providers, including Microsoft, Adobe, McAfee globally aligned contracts.
* Established operational metrics, which were used throughout IT to measure efficiency, application performance and resource utilization.
* Developed and maintained Capex & Opex budgets which includes centers and corporate resources
* Managed multiple infrastructure projects and collaborated with various business and technology groups to develop and provide solutions.
* Lead weekly change control meeting, as well as managed and provided governance surrounding change control and process definition.
* Developed and implemented structured process and systems to support Level 1 PCI compliance standards, including auditing controls
* Developed, implemented and documented SLA’s for internal and external facing customer systems, which included the implementation of several enterprise class monitoring and alerting solutions.
* Provided daily operational managerial guidance to the Infrastructure Team which includes Server and Network Admins
* Provided leadership and mentorship to talented team of 18 teammates under my supervision, comprised of Server Engineers, System Administrators, UC Engineers, Asset/Procurement and Service Desk Specialist tasked with exceeding availability and performance objectives, while ensuring a consistent high quality customer experience.
* Consulted and advised on various strategic plans, roadmaps, and directions related to server and desktop Infrastructure including compilation of business cases.

**02/10 to 05/13**

**Westfield Corporation**

**Senior Engineer**

* Directly responsible for the design and implementation of the SCOM 2007 R2 and SCCM 2007 environment for the Westfield US Infrastructure
* Assisted with the implementation Citrix XenApp 6.5, Provisioning Services 6.1, Citrix Secure Gateway 3.2, Web Interface 5.4, and Edgesight 5.4 for Application Delivery to Windows 7, Apple Mac OSx, and iOS platforms.
* Responsible for the development of a Windows 7 and Office 2010 deployment for 2,000 users domestically, utilizing SCCM 2007 and MDT 2010
* Responsible for the daily monitoring and administration of approximately 520 servers domestically, hardware and operating systems including all virtual server system utilizing HP Insight Mgr. and SCOM
* Technical Lead for successful project implementations including Airwatch Mobile Device Management 6.x (MDM), Crash Plan 3.3 for desktop backup & recovery, migration from Rightfax 9.4 to the eFax cloud SaaS solution
* Responsible for the daily monitoring and administration of the SCCM 2007 infrastructure (1 Central Site, 64 distribution site, 46 Secondary sites) including all SQL related task as it relates to the SCCM servers
* Responsible for the technology upgrade from SCCM 2007 to System Center 12
* Provide daily administration support for McAfee HIPS, Antivirus for PC and Mac system on the domain
* Providing 3rd level support in a MS Active Directory environment, with over 50,000 objects domestically, including all desktop systems Windows and Mac OSx
* Performing all SCCM related duties, creating application packages, advertisement, collections. Administering all software deployments, installs and version upgrades.
* Responsible for the installation and daily administration of SCOM monitoring infrastructure for all domestic servers, including business critical and custom application as well as infrastructure server (.e.g. DC, SQL servers) using default and custom management packs.
* Assisting with the creation and maintenance of GPO for North America clients including AGPM for Windows 7 and Windows 2008 environment. Creating and troubleshooting new and existing login scripts (e.g. add and removing mapped drives, bat files)
* Responsible for the administration of the DHCP server providing static IP’s and DHCP reservations and VLAN scope information
* Responsible for the server builds for application and infrastructure support, using Windows 2003, 2008, 2012 Servers
* Responsible for the installation and troubleshooting of IIS on all new and existing servers
* Provide server access for application support to application owners via Terminal Services and SSL VPN
* Managed security assessments and remediation, including routine security scans and review of IDS/IPS, EPO and events.

**07/09 to 02/10**

**Mattel Toys**

**Senior Systems Engineer**

* Responsible for the daily administration and maintenance of the SCOM 2007 monitoring infrastructure for all domestic servers, including business critical and custom application as well as infrastructure server (.e.g. DC, SQL servers) using default and custom management packs
* Responsible for the daily monitoring and administration of approximately 900 servers domestically and internationally, hardware and operating systems including all virtual server systems
* Responsible for the daily monitoring and administration of the SCCM 2007 infrastructure (1 Central Site, 30 Primary Site w/SQL servers, 46 Secondary sites) including all SQL related task as it relates to the SCCM servers and application packaging for enterprise distribution
* Providing support to Citrix environment for deployment for remote users and Mac users, which includes the installation and configuration of the Citrix Receiver Client
* Providing 3rd level support in a MS Active Directory environment, with over 100,000 objects domestically and internationally. Providing administrator access, creating service accounts, creating new OU objects, verifying new subnet installations.
* Responsible for the monthly Microsoft updates and patching for over 900 servers using SCCM 2007 including all pre and post installation remediation
* Responsible for vulnerability testing, providing enterprise security an assessment score sheet for all proposed Microsoft update as well as responsible for pilot testing in a development environment to determine environment compatibility
* Assisting with the creation and maintenance of GPO for North America servers.
* Create and maintain IP print queues which includes HP, Cannon and Xerox MFD, including canceling print job, print driver updates, custom print configuration
* Responsible for the administration of the DHCP server providing static IP’s and DHCP reservations and VLAN scope information
* Responsible for the server builds for application and infrastructure support, using Windows 2000, Windows 2003 and Windows 2008 Server
* Responsible for the installation and troubleshooting of IIS 6 on all new and existing servers
* Monitoring daily alerts for hardware failures, downtime and network connectivity using NETIQ and HP System Insight Manager
* Provide server access for application support to application owners via Terminal Services and SSL VPN
* Responsible for the maintenance and administration of the Veritas Backup Systems on approx. 900 servers using a Unix master server for storage.
* Creating and troubleshooting new and existing login scripts (e.g. add and removing mapped drives, bat files) and GPO’s as needed
* Responsible for the creation and maintenance of the DCM on SCCM 2007 as it relates to server systems

**08/05 to 06/09**

**Unisys Corporation**

**Service Delivery Program Manager**

* Responsible for the management of an Enterprise Infrastructure department providing services in the following areas: Helpdesk, Desktop Field Service, Network Operation Center and the PMO (solution engineering, account administration and asset Management).
* Managed a total of 36 employees including (14 desktop technicians, 9 Data Operators, 4 systems administrators, 7 helpdesk agents, IMAC coordinator and Asset Manager providing daily operational and technical support.
* Responsible to the EIS Management for meeting the goals and objectives established for the Enterprise Infrastructure Services department. Planned, organized, directed, and administered the activities of the assigned area of responsibility. This includes defining, communicating, and monitoring tasks assignments, allocating the appropriate resources, defining performance measures, and supervising the completion of the tasks assigned to ensure SLA’s are met.
* Developed and maintained standard project documentation – project plans, agendas, action items lists, deliverables and ensure adherence to company Work Initiation and Software Development Lifecycle best practices.
* Managing approximately 6,000 laptops and desktop internationally and domestic using SCCM 2007 and Active Directory. Providing daily active directory support, including user account, exchange configuration, creation of share, setting permissions, assisting with the creation of service accounts. Processing schema expansion and creation request.
* Providing 3rd level desktop support for Windows XP and Mac OSx systems for onsite and remote users.
* Assisting with the configuration of Active Directory sites and computer with IP support, using DHCP.
* Responsible for the redesign of the North America OU structure to support the expanding SCCM infrastructure.
* Provide global administration for 1 central site, 5 primary sites and 33 secondary sites establishing distribution & management points for software deployment, updates and patch management. Managed a 3rd level team of technicians providing support both locally and remote.
* Lead projects which included the delivery of computer applications, hardware platforms, and system solutions, which are developed, installed and maintained according to IS standards and procedures.
* Responsible for the daily monitoring of SCCM and SCOM, which included daily troubleshooting to all MP and DP, as well any SQL related issues.
* Directly responsible for the reengineering, design and implementation of the upgrade infrastructure from Novell Netware to SMS 2003 to SCCM 2007.
* Reengineered and designed the backend systems to support the upgrade to SCOM including the SQL server installation.
* Responsible for the upgrade from MOM to SCOM to support the domestic infrastructure including all desktops and laptops to gather more control over the desktop environment as it relates to asset management.
* Responsible for the daily administration which included the monitoring the status console referring to the daily logs.
* Monitoring the SCCM and SCOM servers for hardware failures, uptime and network connectivity using HP Insight Manager and NETIQ alerts
* Responsible for the monthly Microsoft patching using WSUS to deploy to all servers and workstations domestically and internationally
* Lead the standards & implementation team to plan, test, and implement computer components using GPO created via Desktop Policy Maker or GPMC from Microsoft and applications required for standalone, client-server, and mid-range environments.  Communicated and coordinated systems activity with internal departments, other Information Services business areas, service providers and end-users to ensure computer compatibility and cross-departmental information services needs are met. Provide reports to departments providing information such as software metering, file volume, hardware & software inventory. Wrote scripts for network logon and custom deployment. Build software packages for distribution through SCCM using Wyse Studio.
* Providing administrative support (i.e. dbase tables updates, troubleshooting user profile issues, users account updates & changes) of the Enterprise Provisional Direct Suite (Courion Password Portal) for 5,000 users. Provided system administrator support for the Beyond Trust Privilege Manager which eliminates the need for local administrators to run or install application on desktop systems. Provided level 2 and 3 desktop support for end users regarding W2k, Win XP Professional, Vista and Windows 7 as well as business applications. . Managed all universal desktop and laptop images, as well as developed new images for all future equipment. Created and maintain database to log and track licensed software install on end user system.

**02/04 to 08/05**

**Matura Farrington**

**Network/System Administrator**

* Provided desktop support for all MS Office application, Legal Mac Pac, Delta View, some practice management software. Assisted users with document retrieval and storage using I-Manage, as well as document formatting for headers, footers and macros. Provided support for both the network (2000 & 2003) with Active Directory and desktops (XP & 2000). Maintain MS Active Directory groups, users and share directories.
* Assisted with the conversion from and Novell Netware environment to a MS Active Directory directly responsible for the data and user migration.
* Created and debugged VB & SQL scripts. Maintain SQL databases for various application writing queries, stored procedures, daily task, responsible for all upgrades.
* Created interface scripts for application installation, using Win Installers. Configured and maintained Veritas backup system for the 30 production and 2 exchange servers. Maintain and administer DHCP, IIS, DNS, VPN services, including firewall settings. Monitored and troubleshot VPN tunnel connections using VPN concentrator.
* Managed the installation of a new T1 circuit, CSU and TSU, moving to a new provider. Installed and configured new printers, modems. Maintained and administered MS Exchange Server 5.5. Configured and administered a SUS server for updates.
* Provided direct support to remote clients and offices using VPN connections and wireless technologies. Provide administrative support for Meridian PBX option 11c with Meridian Mail, from both OTM navigator and terminal overlay.
* Responsible for all MAC request regarding Telcom request, new users and existing users.
* Directly responsible for the standards & implementation duties to plan, test, and implement computer components using GPO created via Desktop Policy Maker or GPMC from Microsoft and applications required for standalone, client-server, and mid-range environments.  Communicates and coordinates systems activities with internal departments, other Information Services business areas, service providers and end-users to ensure computer compatibility and cross-departmental information services needs are met. Provide reports to departments providing information such as software metering, file volume, hardware & software inventory. Write scripts for network logon and custom deployment.
* Responsible for the daily alerts regarding server hardware failures, downtime, network connectivity.
* Responsible for the user administration, creating user domain accounts, exchange accounts, assigning application group membership

**01/99 to 06/03**

**Elite Information Systems**

**Project Manager**

* Managed the support operations department, which included the supervision of 4 technical staff members. Provided direct Tier I & II support to Elite’s Client and Elite’s Support Reps., supported Informix and SQL databases. Created interface systems allowing usage of Windows based program with UNIX based applications. Created and Debugged VB scripts.
* Managed the full life cycle of a medium sized CRM & ACD systems implementation using MS Project & Visio to document all project planning and timelines. Installed and administered Windows 2000, NT, SQL servers, provided end user and client web portal support.
* Implemented and supervised a 12 seat inbound call center, utilizing a skill sets based ACD system. Documented and implemented policies and procedures for the customer support department. Created training documents, manuals and classes, providing classroom and

Workstation training for users in all company wide applications. Provided all web portals and ASP connections and maintains duties.

* Managed all vendor contact relating to HW, SW & telecommunication needs assisting with switch configuration (Meridian PBX option 11c with Meridian Mail) in regards to extension assignment and interface with digital PC cards sending voice and data.

**05/94 to 09/98**

**Deloitte & Touche, LLP**

**Sr. Technical Analyst**

* Created and managed firm wide desktop standard images on desktops and laptops (IBM &Toshiba). Lead a team of 5 Jr. Technicians in providing desktop support to over 3,000 end-users. Troubleshot network connectivity issues involving LAN/WAN both software and hardware (TSU, DSU, CSU). Provided support for web applications.
* Assisted remote users in VPN & RAS connections to network. Maintained Novell users’ accounts and rights to various applications and databases.
* Created reports using various report writers including Crystal Reports
* Configured Jet Direct cards for over 300 printers.
* Analyzed data for trends and forecasting. Provided remedial training for end users at their workstations, as well instructing training classes in classroom setting.
* Assisted clients with ASP access problems and usage monitoring.
* Provided Tier II & III support for firm wide applications and databases, assisted with the modeling and implementation of a Tier I support call center with 6 stations. Created and maintained several Access databases, converted from ACT databases. Involved in the research and development of a in house help desk tracking system using FileMaker Pro.

10/90 to 05/94

Gemological Institute of America

Manager Development Systems

* Managed the full life cycle of a small sized Raiser’s Edge CRM system implementation.
* Coordinated and implemented all departmental policies and procedures. Supervised a development staff of 10 employees. Developed and maintained departmental budget (600K).
* Also oversaw the training of all users in the institute, as well as, developed training manuals, classes and technical support procedures.
* Oversaw all computer and software needs for the Division of Institute Relations. Oversaw a 300,000 records data conversion from 2 X 3 index card to electronic data. Assisted with the implementation of Rumba throughout Institute allowing users to access AS400 data and reports.
* Coordinated and implemented a reporting system throughout the Institute at all levels. Coordinated the conversion of the index card system which was in place to electronically readable record to be converted into the CRM.
* Also responsible for the creation and distribution of reports (managerial, biographical, financial). Acted as a liaison between various departments and the accounting area relevant to the Financial Management System issues.

**Technical skills:**

**Software knowledge includes:** MS Active Directory, SCCM 2007, System Center 12, SCOM, MDOP, USMT, McAfee EPO, McAfee HIPS and Antivirus, WDS, MDT 2010, Microsoft Lync, Wyse Packaging, Adobe Creative Cloud Packager, PolicyMaker, Cisco Call Manager 7x, 9x, Cisco Unity, Cisco IM and Presence, Cisco Jabber, NETIQ, HP Insight Manager, PowerShell, Perl,AutoIt, MS Office 03\07\10\13, Lotus Notes, MS Exchange 03\08\10, IManage, Filemaker Pro, Pivotal Relationship CRM, Visual Basic, TrendMicro, C++, HTML, ASP, ,DeltaView, Apropos CRM, WebEx, MS Project, Visio, Citrix, Terminal Server, VMWare, VMWare ESX, VMView, Veritas, Citrix Xen App 6.5 Provisioning Server 6.0,Raiser Edge CRM, WebLogic, Tivoli, Java, VNC, WebSense, Swimage,Courion,Toad, Privileged Manager, Legal Mac Pac, DM Hummingbird, Elite Enterprise, Vantana Asset Manager, SoftGrid, MS Forefront, Symantec Endpoint Protection, Symantec Sygate

## Database Knowledge includes: SQL (6.5\ 7.0\2000\2003\2005\2008), D-Base (III, IV), Paradox, FoxPro, MSAccess, Informix, Oracle

**Help Desk software knowledge includes:** CA Service Desk, Assyst, Peregrine Service Center, Remedy, Heat, Clientele, Top of The Mountain, TPX, HP Openview

**Network knowledge includes:** Routers, Hubs, Ethernet, Switch Interfaces, Cisco Devices, VPN, IPSec, HP Openview, Frame Relay, .NET, Solarwinds,

Operating systems knowledge includes: AIX/SCO Unix, Win XP, Windows 7 & 8, Windows 03, 08, 12 Server, Mac OSx, Linux Redhat

**Accounting software knowledge includes:** Elite, Financial Navigator, J.D. Edwards, FARS, AS2, Solomon, and One World, Siebel, Peoplesoft Financial

**EDUCATION:**

U.C.L.A. Bachelor, Computer Science

Quick Start Technology Certificate of Completion CNE, MCSE 2000, 2003, 2008

Quick Start Technology Certificate of Completion SQL 2000, 2005, 2008

Quick Start Technology Certificate of Completion .NET Programming