**Technology Systems Engineer Professional**

*Senior Systems Engineer*

Dynamic technology expert and accomplished systems engineer with more than 14 years of expertise in leading world class IT engineering initiatives within a FORTUNE 100 firm. Proficient in diagnosing complex hardware and software problems across divisions, multiple projects and applying efficient solutions. In depth knowledge of CRM, desktop support processes, images, infrastructure, active directory, policy, security standard and disaster & recovery. Effective team builder and leader, maximizing performance through career development and continued training. Innovative, high energy professional with excellent organizational and communication skills with a track record of success.

**Professional Experience**

**AIG- retirement income solutions, Woodland Hills, California 2004 – Present**

**Systems Engineer**: Managed desktop/system integration support across AIG North America and southern California locations within complex client server desktop environment. Manage 15 - 20 projects annually in collaboration with peers across AIG involving more than 20,000 + desktops; execute major application deployments/upgrades using industries standard methodologies. Utilize technology solutions standards to meet business needs. Determine and define company requirements for projects, establish scope and deliver appropriate solutions that meet or exceed business goals. Open change control and facilitate all desktop changes and ensure procedural compliance that meets SOX and internal audit requirements. Coordinate disaster recovery efforts with business continuity teams, applications groups and business community, including preparing DR facilities for drills and setting up diversified image comprised of recovered applications from them. Conduct business continuity planning and recovery. Ensure workflow tracking by classifying/categorizing incident and service request queues using Service Now platforms.

* Subject matter expert (SME) in LANDesk, VMware Desktop VDI, application packaging, OSD, bare metal imaging and security patching.
* Championed the completion of an enterprise-wide Windows 7 and Office 2010 discovery project and certification process for compatibility.
* Secured iPads and iPhones for external sales force, implementing POC (proof of concept) using GOOD software to deliver company email/proprietary literature while ensuring data security.
* Reduced exposure of personally identifiable data by testing, developing and integrating McAfee Data Loss Prevention solution for desktop environment with strict email, file share, and document protection standards.
* Instituted automated desktop provisioning, software deployment, security patching and asset management initiative using LANDesk for 1,800 desktop/laptop systems, reducing time required to provision by 20%.
* Responsible for management of Active Directory, LANDesk, SCCM, Altiris and VM VDI environments which are used by my teams to manage the desktop and laptop systems.
* Enabled local/offshore clients to access virtualized desktops by architecting/deploying VMware VDI desktop solution using thin client/RDP and PCoIP technologies, running server 2008 environment on Dell R710 hardware to host virtual center and view manager.
* Implemented Safeboot encryption software to all devices enterprise wide.
* Researched emerging technologies, tested and built hardware images.
* Packaged and deployed software updates. Collaborated with application development teams to ensure minimal impact on daily business.
* Resolve escalation tier III production desktop related issues.
* Saved company annually in image maintenance by reducing images from more than 30 to 2 through a hardware independent image using Microsoft sysprep tool; also reduced troubleshooting issues and organizational TCO.
* Enabled reduction in patch-related costs by introducing/deploying Windows Server Update Service.
* Provided enterprise with business continuity solution that was adapted across multiple subsidiaries by architecting/implementing a consolidated client infrastructure utilizing Altiris to manage blade PC’s and HP 5720 thin clients using a standardized desktop/laptop image.

**Aon\Albert G. Ruben, Los Angeles, California 2004 –2004**

*System Administrator (Consultant)*

**UBM Technoglogy Publications, Irvine, California 2001 –2004**

*I.T Systems Specialist*

**Education, Training & Certifications**

**Coursework towards a Bachelor of Science – Computer Science**

GoldenWest College, Huntington Beach, CA

**MCSE**|  **MCP**|  **A+**|  **Network +**

## *Computer Education Institute, Anaheim, CA*

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| --- | --- | --- | --- |
| **Related Courses Trained** | | | |
| LANDESK Management Suite | SCCM 2007 & 2012 | PowerShell | CCI HP Thin Client & Blade PC |
| Safe Boot (encryption) | Windows 7, Vista, XP and 200 | VMWare | Network + Certification |
| Computer System Repair (A+) | Lotus Notes R5 & R6 | McAfee | Active Directory |

**Operating Systems:** Microsoft Windows 2000, XP, Vista, Windows 7 and 8 – migration/testing;

Microsoft Server 2003 and 2008 (Standard and Enterprise editions).

**Hardware:** HP CCI infrastructure; HP Thin Clients; VMware; Citrix Xendesktop; Dell Desktops/Laptops; IBM Desktops and Laptops; HP Desktops/Laptops; IPhones and IPAD’s.

**Applications:** Desktop/Server Patching Application – WSUS 3.0; All Microsoft Office applications (2000, 2003, 2007 and 2010) and Exchange; Desktop Management Software – LANDesk , SCCM, Altiris, VMware View Manager; Helpdesk Ticketing Software –Peregrine 6, Service Now and Remedy; Safeboot, McAfee Endpoint Encryption, McAfee DLP, McAfee Antivirus Software , McAfee EPO, and Symantec .

**CORE COMPETENCIES**

Systems Implementation | Training and Mentoring | Strategic Planning | Policy Creation/Implementation | Project Implementation |Asset Management Team Building | IT Compliance | Process Development | SOX Compliance |Engineering Operations |Desktop Standardization SME |Goal Establishment |