**JEFFERY WELSH** Systems Engineer / Network Administrator  
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**Objective**To secure a challenging position in Information Technology as a Systems Engineer/Administrator that will enable me to use my experience to integrate solutions for computer networks.

Expertise Highlights  
IT professional with proven expertise in the implementation, administration, support of Windows Server infrastructures, and associated technologies. Strong background in the deployment and administration of: Active Directory, Microsoft Exchange, File Servers, LAN/WAN, firewall, storage, backup, and virtualization technologies. 14 years’ experience within small and medium enterprises with experience ranging from end user / IT department to professional services / solutions experience. Emphasis on server based infrastructure solutions and application deployment. An analytical thinker with top notch troubleshooting and problem solving skills. Project Management experience with excellent communication and interpersonal skills with a customer service focus.

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| *• Windows Systems Administration • System Backup & Disaster Recovery • Data Management • Hosted Cloud Services • Managed Services Experience • Advanced Sonicwall Experience* | *• Microsoft Exchange • Server Migration and Upgrade • VMWare Administration Experience • Training and Documentation • Security Hardware and Software • Advanced Wireless Network Experience* |

Education  
*COLUMBIA COLLEGE CHICAGO* – Chicago, IL 2001  
Bachelors of Arts – Interactive Multimedia  
*COMPUTER SYSTEMS INSTITUTE* – Chicago, IL 2004  
CompTIA A+, Network+

**Professional Experience**  
*SYSCON, INC.* – Hinsdale, IL 2013-2015 **Senior Systems Engineer / Project Manager**

* As senior engineer and administrator, provided systems and network solutions and architecture design for consulting and managed service clients. Also provided senior support escalation for all system engineers and onsite network technicians and maintained over 1,100 network servers and clients.
* As project manager for largest client, managed budget, provided project implementation plans, served as primary contact with executives, provided network assessments, maintained VMWare server cluster running Windows Active Directory and Exchange environment. Maintained Sonicwall NSA 2400 with HA. Executed large wireless rollout and replacement of Sonicwall Access Point infrastructure with high density wireless arrays and access points with a virtual management server.
* Assigned Intronis backup solution partner Lead. Created internal best practices install documentation. Deployed solution in over 20 clients. Responsible for all Intronis escalation and data recovery.
* Troubleshooting and maintenance of full internal and cloud hosting environment. Administered, and provided upgrade recommendations. Assisted with VMware ESXi 5.5 clusters and reviewed infrastructure for best-practices. Concluding the full review, planned and implemented full network architecture re-design to optimized for performance and redundancy while minimizing costs by establishing best practice policies on legacy equipment in addition to required upgrades.
* Assigned project lead in researching and finding a backup solution provider to replace existing vendor solution for all consulting clients, cloud hosting and internal corporate environment. Project required product analysis and comparison data between all current MSP geared backup solutions. Reviewed, tested, and provided gap analysis reports for various vendors products, including; Unitrends, Symantec Backup Exec, Barricuda, Veeam, CommVault, Datto, eFolder, and others. Recommended Datto as the best option for our established requirements and guidelines. Also documented, implemented, and supported all of the solution installations.
* Started key partner relationship with Xirrus Wireless products. Received training in the product and deployed solution at 3 clients.

*DSN GROUP, INC.* – Lake Zurich, IL 2010 - 2013  
Systems Engineer

• Implemented solutions and supported environments for roughly 50 SMB customers.  
• Support and Professional Services included:  
Microsoft Exchange 2010, Sharepoint 2010, Citrix Sharefile, Citrix StorageZones Server, Citrix XenApp and Xen Desktop, VMware Vsphere, Windows Server 2003/2008/2012, Small Business Server 2008/2011, IIS Servers and SSL Certificate implementation, BES Server, File Server Migrations, Patch Management, WSUS  
• Supported Hosted CPanel Server for hosting DNS, Websites, and email clients  
• Installed Sonicwall Firewalls and SonicPoint Access Points, configured VPN tunnels, IPSec, VPN for Remote Access, Content Filtering, SPAM Filtering, Anti-Virus  
• Installed Server Based Anti-virus applications and deployed to environments  
• Migrated Email systems to Hosted Exchange Service with Intermedia  
• Installed and supported backup clients through rebranded Intronis Service

• Supported, Installed, and Upgraded Symantec Backup Exec  
• Supplemented my client services role as an internal Network Administrator to support our Exchange Server, VMware VSphere environment, VDI through VMware view and Xen Desktop, Sharepoint, Hitachi AMS 2100 SAN, Drobo NAS, Brocade Switches, and Sonicwall.   
• Facilitated Sales Engineer Role  
• Obtained VCSP Certificate – VMware Certified Sales Professional  
• Trained in administration and support of Commvault Data Management Solutions  
• Obtained Citrix VDI in a Box Sales Professional - CSP

*INDEPENDENT CONSULTING, AND WEB DEVELOPMENT* – Chicago, IL2009 - 2010  
**Contractor**

• Created commercial website for Gilbertson Clybourn Pens, Inc.   
<http://www.gilbertsonclybournpens.com>  
• Created commercial website for Clybourn Metal Finishing Company  
<http://www.clybournmetal.com>  
• Desktop and server support and network consulting for Clybourn Metal Finishing

*BERGER SCHATZ* – Chicago, IL 2004-2009  
**Network Administrator**

• Supported Law Firm environment of 75 users and 2 locations  
• Managed Active Directory Environment  
• Installed, supported, maintained Windows Servers  
• Exchange Administration  
• Managed Wireless accounts and provisioned Blackberry and Windows Mobile Active Sync devices  
• Administered InterTel Phone System  
• Imaged workstations using Symantec Ghost  
• Packaged applications via WinInstall and deployed

*PROJECT LEADERSHIP ASSOCIATES* – Chicago, IL 2004 – 2007  
**Senior IT Consultant**

• Placed at Berger Schatz Law Firm to assist with desktop rollout and application deployment  
• Imaged computers using Ghost and Deployed Applications using WinInstall  
• Staff augmentation at law firms to support desktop users  
• Attended strategic planning meetings  
• Various home consultations and setup wireless to give secured VPN connection to business infrastructure

*GARDNER, CARTON, & DOUGLAS* – Chicago, IL 2004  
**Contractor / IT Consultant**

• Assisted with Windows XP desktop rollout  
• Deployed applications using Wininstall  
• Imaged PC’s using Symantec Ghost  
• Physically installed nearly 400 desktops, VoiP phones

Cont. Gardner, Carton, & Douglas Experience

• Trained document production department on the optimization of PDF and graphic related files  
• Maintained laser printers  
  
*COMPUTERS 911* – Deerfield, IL 2003 – 2004  
**Contractor / IT Consultant**

• Setup POP3 email accounts  
• Designed and implemented commercial website for Cunningham insurance group  
• Visited home users and assisted with wireless networks and VPN connectivity  
• Desktop website for connection to remote locations of Cunningham Group’s global offices  
• Maintained laser printers

*GENESIS TECHNOLOGIES* – Northbrook, IL 2001 – 2003  
**Laser Printer Field Service Technician**

• Maintained and Serviced all makes of HP laser printer at customer location  
• Advanced printer repair training  
• Certified on HP, Lexmark, Okidata, and Tektroniks laser printers

*OGILVY & MATHER* – Chicago, IL 2000 – 2001  
**Interactive Production Artist**

• Designed Banner Advertisements under creative direction  
• Created and conceptualized animated GIFS  
• Created a complete banner campaign for Ameritrade

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| **Software and Hardware Experience Matrix** | Years of Experience |
| Microsoft Office:  Microsoft Office 2000,XP,2003,2007, 2013  Including Excel, Word, PowerPoint, Access, Outlook  Note: deployment, installation, troubleshooting, quality assurance testing  Microsoft Server Technologies:  Microsoft Server 2000,2003,2013,2012, and SBS 2011  Microsoft Exchange Server 2003,2007,2013  Note: deployment, installation, maintenance  Microsoft Desktop OS:  Windows XP, Windows 2000, Windows Vista, Windows 7, Windows 8  Note: deployment, maintenance, troubleshooting, quality assurance testing | 13  13  13  15 |
| Virtualization:  VMWare VSphere 5(Administration, partial deployments)  VMWare View  Citrix Xen App (Full Deployment, Administration, Support)  Citrix Xen Desktop | 5  5  7  7 |
| Legal Specific Applications:  DeltaView Professional  Interwoven DMS - IManage Desksite, IManage Server  FinPlan Divorce Planner and Financial Calculator  WestLaw  Payne Numbering Suite  Omega Accounting and Time Entry Software  Note: deployment, troubleshooting, installation | 5  5  5  5  5  5 |
| Imaging Technology:  Symantec Ghost | 13 |
| Application Deployment:  Attachmate – WinInstall | 13 |
| Security Applications:  Mcafee Virus Scan  Symantec Norton Antivirus, Symantec Endpoint Protection  Trend Micro PC Cillin  Websense Enterprise  Tumbleweed Mailgate Appliance  N-Able Bit Defender | 10  10  10  10  10  2 |
| Digital Dictation:  Bighand  Dataworx | 5  5 |
| Disk Utilities:  Diskeeper | 5 |
| PDF and Document Production:  Adobe Acrobat  Adobe Reader  Nuance - PDF Converter Professional 4  Venali Desktop Faxing | 13  13  5  5 |
| Mobile Software and Hardware Technologies:  Blackberry Enterprise Server  Blackberry Desktop Manager  Blackberry Devices  iPhone Devices  Windows Mobile Devices  Android Devices | 5  13  8  8  8 |
| Data Backup and Recovery:  Computer Associates – Arcserve  Symantec Backup Exec  Intronis  Acronis | 5  8  8  8 |
| Financial Applications:  Quicken  Quickbooks | 10  10 |
| Graphics and Web Development:  Adobe Photoshop  Adobe Dreamweaver  Adobe Go Live  Adobe Illustrator  Adobe Flash  Web Related Scripting and Programming Languages:  HTML, Javascript, PERL, CSS | 13  13  13  13  13  13 |
| Hardware Experience:  Sonicwall Firewalls  Sonicwall Email Security Appliances  Tumbleweed Mailgate Appliance  Barracuda Networks SPAM gateway Appliance  APC Netbotz monitoring hardware  HP Servers, Desktops, Laptops  Dell Servers, Desktops, Laptops  IBM\Lenovo Desktops, Laptops  Fujitsu Servers  Cisco Firewalls, Routers, Switches, Hubs, Wireless Access Points and Gateways  Citrix Metaframe, Citrix Access Gateways  Safeword Keyfobs for Citrix Metaframe  InterTEL Voice PBX and Voicemail / Axxess  ConferTel and Polycom voice conferencing  Liebert Cooling Systems  Toshiba Copiers including cost recovery systems by Pea Counter  NOTE: automated scanning from copier to folder share, integrated cost recovery to charge clients for copying  Certified HP Laser Printer technician | 5  5  13  13  13  5  3  5  5  5  5  5  5  7 |