**BELINDA LAUNER**

**PERSONAL DETAILS**

**Name:** Belinda Launer

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**Github:** https://github.com/sydneybelinda

**Linked*In:*** https://www.linkedin.com/in/belinda-launer-b08b282b/

**EMPLOYMENT HISTORY**

Nov 2022 – Nov 2024 **oOh!Media**

*Infrastructure Engineer*

Duties / Responsibilities

2 x 1 year contracts – Windows Server and Linux BAU Server Support and Projects

* Windows Server 2012, 2016, 2019 OS Support, installation, configuration, patching and troubleshooting.
* Linux OS Support, installation, configuration, patching and troubleshooting.
* Microsoft Exchange, Exchange Upgrade, decommission.
* Office 365 Administration –Azure AD, SSO, Exchange Online, Teams, SharePoint, Defender, etc.
* MECM – Application packaging and deployment
* Azure Virtual Machine management
* Remote Desktop Services – Design, Build, Deploy, Configure
* VMware
* Scripting – PowerShell, VBScript, BASH, BATCH
* Mimecast
* PRTG – Configuration, management, and Creation of custom sensors
* DNS
* DHCP
* AD – User/Group Management, Group Policy, Sites and Services, Computer Management
* Veeam Backups
* MSSQL
* Hybrid AD Mode,
* Incident management, Change management and Root Cause Analysis.

Apt 2022 – Oct 2022 **Hub24**

*Systems Administrator*

Duties / Responsibilities

6-month contract – Windows Server and Linux BAU Server Support and Projects

* Windows Server 2012 & 2016 OS Support, installation, configuration, patching and troubleshooting.
* Linux OS Support, installation, configuration, patching and troubleshooting.
* Microsoft Exchange
* Azure
* Google Cloud Platform
* Ansible configuration and Playbook creation
* VMware
* PowerShell Scripting
* DNS
* DHCP
* Nginx
* AD
* Veeam Backups
* MSSQL
* Azure AD
* Hybrid AD Mode
* Exchange Online
* SharePoint Online
* Office 365

Nov 2020 – Nov 2021 **CyberCX**

*Senior Systems Engineer*

Duties / Responsibilities

12-month contract. Working for an MSP supporting Windows Servers for external clients.

* Windows Server 2012 & 2016 OS Support, installation, configuration, patching and troubleshooting.
* Microsoft Exchange
* VMware
* PowerShell Scripting
* DNS
* DHCP
* AD
* Backups
* MSSQL
* Azure AD
* Hybrid AD Mode
* Exchange Online
* SharePoint Online
* Office 365

Aug 2018 – April 2020 **Yieldbroker**

*Infrastructure Engineer*

Duties / Responsibilities

Managing a Windows Server / Centos Linux Server / Network infrastructure required to host a Java online trading application.

* Windows Server 2012 & 2016 OS Support, installation, configuration, patching and troubleshooting.
* Dell / EMC Compellent SAN Storage configuration / management.
* Domain Controller commissioning/decommissioning.
* Java application support.
* Veeam Backup management, configuration, and troubleshooting.
* Hardware Patching.
* VMWare ESX Host/Cluster management, patching, Vmotion and troubleshooting.
* Red Hat / Centos Linux 6 & 7 OS Support, Install. Configuration, patching and troubleshooting.
* Let’s Encrypt certificate installation, configuration, and troubleshooting.
* NGINX Web server configuration and updating.
* BIND DNS host record management.
* Zabbix alert management configuration, patching, upgrading, creating alerts, and troubleshooting.
* Jira upgrading, patching, configuration, and troubleshooting.
* Confluence upgrading, patching, configuration, and troubleshooting.
* Bitbucket upgrading, patching, configuration, and troubleshooting.
* Jenkins / Artifactory upgrading, configuration, and troubleshooting.
* Puppet, upgrading, configuration, manifests.
* MYSQL backups, upgrading, configuration, and troubleshooting.
* OpenLDAP directory management, upgrading and configuration, and troubleshooting.
* Certificate Management – issuing, renewing, revoking.
* Active Directory Management, User Management, Group Policy Management, DNS, and troubleshooting.
* Microsoft Exchange – Server patching, mailbox creation, Server configuration, Certificate management, and troubleshooting. Exchange server deployment, exchange server decommissioning
* Exchange Online – Mailbox migration, Mailbox creation, enterprise administration and management, and troubleshooting.
* Microsoft Teams / Microsoft One-Drive.
* Office 365 – Hybrid mode installation, management, and troubleshooting.
* Azure AD – user migration, enterprise administration, user/group management, and troubleshooting
* Palo Alto Firewalls, rule creation, rule updating, Ip address whitelisting.
* Microtik Routers – Installation, configuration, and troubleshooting
* AlienVault – Updating and configuration.
* Forescout – Updating and configuration.
* MS SQL Server – Windows & Linux installation, server configuration, backups, user management, upgrade, and troubleshooting
* Windows 10 installation, configuration, patching, and troubleshooting
* PowerShell Scripting & task automation
* Incident Management
* Root Cause Analysis

Mar 2018 – Jun 2018 **ASG**

*AD Engineer / Wintel Server Engineer /Linux Server Engineer (Contract)*

Duties / Responsibilities

3 Month contract – Air Services Australia account. 3rd Level BAU support for Australian Air Traffic Control - Active Directory, Wintel, and Linux server support.

* Windows 2012 OS Support, Install, Configuration, patching and troubleshooting.
* Redhat Linux – Patching, Configuration, and troubleshooting
* Active Directory Management, User Management, Group Policy Management, DNS, and troubleshooting
* PowerShell Scripting and task automation
* Incident Management
* Root Cause Analysis

Apr 2016 – Jan 2018 **Ultra Technologies**

*IT Technician / Web Programmer/ SEO Specialist / Digital Marketing*

My own company. Website design, Search Engine Optimisation and Digital Marketing for clients.

Duties / Responsibilities

* People management and scheduling
* Website Designing and development of network of client websites.
* HTML, PHP, NodeJS, JavaScript, CSS, some Angular and React development.
* Laravel, Symphony, MVC, Twitter Bootstrap, Semantic-Ui, REST API’s, Keycloak SSO
* Linux virtual webserver deployment (centos 7) and administration – **Nginx,** PHP, MySQL
* AWS Cloud Computing
* Postfix Mail server deployment / administration.
* Digital Product advertising and online marketing
* Search Engine Optimization.
* Red Hat Linux Server Administration
* Windows Server Administration
* Postfix Mail setup and administration.
* DNS Administration

Sept 2012 – April 2016 **Telstra**

*Cloud Server Engineer / Server Automation Specialist*

Telstra project team. Installing and configuring cloud server customer solutions.

Duties / Responsibilities

* Cloud Server Engineer
* Integration of Automation into a 3000+ Server environment spread across multiple customers and multiple platforms.
* Created automated PowerShell install scripts for setup and configuration of Cisco UCS Pods.
* Have built automated PowerShell based install scripts for Solaris, Windows, Linux, and VMWare Server implementations.
* Windows 2008 / 2012 Server builds and build Automation.
* Exchange Server Builds
* Red Hat Linux Server Builds
* MYSQL
* Red Hat Linux / Windows Patching
* Kernel Compiling
* Solaris Server Builds
* Built PowerShell based Cisco UCS Pod, Linux, and Solaris Server Build checking scripts.
* EMC Storage / Boot from SAN / LUN Creation
* **SQL 2008 / SQL 2012**
* Automation for managing Windows, Solaris, Linux and VMWare servers and administration tasks.
* Attended Puppet training – and Implementing Puppet for orchestration of Linux, Windows, and Solaris servers.
* Integrating Linux, Cisco, Windows, VMWare, and Solaris automation using Windows PowerShell.
* Automating Account Management.
* Creation of Windows and Linux Scripted Software and patch installation system using PowerShell.
* PowerShell, Bash, and Perl automation Scripts to help manage the Linux Avamar backup Grids.
* Automation and creation of new reports from Linux and Windows Servers.
* Automation and modification of XML Templates for new Avamar Backup grid customers using PowerShell.
* PowerShell, VBScript, Shell, Batch, Bash, Perl, and Puppet Experience.
* Generating scripts to acquire data from MySQL Databases.

Jan 2011 – Feb 2012 **HP Australia**

*Team Leader / Senior Engineer – VMWare Administration Team*

Commonwealth Bank of Australia Account – Team Leader VMWare BAU Support Team

Duties / Responsibilities

* Management of CBA’s ESX Server Hosts (Approximately 100 Hosts)
* Patching
* ESX Scripting (PowerCLI)
* Disaster Recovery
* V-motion
* ESX Reporting
* EMC Storage / Boot from SAN / LUN Creation

Feb 2011 – Dec 2011 **HP Australia**

*Team Leader / Senior Engineer – Task Automation/Scripting*

Commonwealth Bank of Australia Account – Automation Team Leader

Duties / Responsibilities

* Automation of Server Administration Tasks using HP Operations Orchestration for CBA Server Infrastructure.
* Writing Scripts in PowerShell, VBScript, and Perl.
* Leading a Team of Engineers.

Feb 2010 – Jan 2011 **HP Australia**

*2IC / Senior Engineer – VMWare Administration Team*

Commonwealth Bank of Australia Account – VMWare BAU Support Team

Duties / Responsibilities

* Management of CBA’s ESX Server Hosts (Approximately 100 Hosts)
* Patching
* ESX Scripting (PowerCLI)
* Disaster Recovery
* V-motion
* ESX Reporting

Feb 2008 – Jan 2010 **HP Australia**

*Team Leader / Senior Engineer – Active Directory Services*

Commonwealth Bank of Australia Account - Team leader of the Active Directory BAU Support team

Duties / Responsibilities

* Windows 2003 Native Mode Active Directory Management
* 3 Forests (Prod, Test, Dev) + 15 Child Domains + 3000 Domain Controllers globally
* Group Policy Management
* DNS Management
* Manage and Monitor AD Replication – VetPro Directory Analyser
* Schema Changes
* OU’s, Users (90,000), Groups, Computer Accounts, Service Accounts, DFS Management
* Sites and Subnet Management
* Domain Trusts
* Domain Controllers
* Metadata Clean-ups
* Non-Authoritative DC Restores
* FSMO Role management
* Global Catalog's, Bridgeheads
* ITIL
* Incident and Problem Management (Peregrine ServiceCenter)
* Change Management
* Root Cause Analysis
* Documentation
* AD object restoration (User, OU, Group, GPO, etc)
* Quest Recovery Manager
* AD Role based administration (Quest Active Roles Server)
* Scripting -VBScript, PowerShell, Batch files, Login Scripts
* Managing 9 staff
* Performance Reviews
* Queue Management
* KPI’s
* Escalations
* Service Level Agreements
* Organising Training courses
* Reports

September 2006 – February 2008 (Permanent) **EDS**

*Infrastructure Analyst*

Commonwealth Bank of Australia Account - BAU Server Management team

Duties / Responsibilities

* Management of 4000 Windows NT4/2000/2003 Servers Globally
* Working in a team of 15 people
* Incident and Problem Management (Peregrine ServiceCenter)
* Root Cause Analysis
* Managing DC’s, DHCP*,* DNS*,* WINS, IIS, RIS, SNA, HIS, Terminal Servers
* EMC Storage / Boot from SAN / LUN Creation
* OS Support
* Managing Print Queues, Printer Drivers
* Managing File Permissions
* Server Audits
* Disk Space Management
* Backups – Arcserve / Tivoli Storage Manager
* RAID 1 / RAID 5 / SAN
* Dell / HP Servers
* Remote Server Management – RDP, DRAC, iLO
* VMWare – Virtual Hosts
* Documentation
* Change Management
* ITIL

June 2006 – September 2006 (Contract) **Nestle**

*Systems Engineer*

Nestle is one of the largest manufacturers of food, cosmetics, pet supplies, etc globally. Employed to work in the BAU server support team looking after Nestle’s servers.

* BAU Server support of 1000 Servers across Asia, Oceania, and Africa
* Incident Management (Peregrine ServiceCenter)
* NT4 Server, Windows 2000, Windows 2003
* Managing Microsoft Exchange 2003
* Active Directory – OU’s, Users, Groups, Group Policy, Computer Accounts, DFS
* Managing DC’s, DHCP*,* DNS*,* WINS, IIS, Terminal Servers
* Backups - Backup Exec
* Managing Printers, Print Queues, Print Drivers.
* Scripting -VB Script, Batch Files, Logon Scripts.
* Symantec Anti-Virus
* Patching and Security Updates

October 2004 – May 2006 (Contract) **IBM Australia**

*Systems Engineer*

IBM is the largest IT outsourcer globally. I was working in the Server projects team, working on projects for the Westpac Banking Corporation.

* Server Project Team working on the Westpac Bank Account – 1500 Sites globally.
* Large Scale environment – 4500 servers
* Working in a team of 30 people
* On Site and Remote Support
* Production / Development / Test Environments
* NT 4 Server /Windows 2000 / Windows 2003
* 3 AD Forests – 15 Child Domains
* Building and deploying Servers with SOE – IBM, Dell, HP and Compaq, Blade Servers.
* Remote Server Deployment – RSA, iLO
* Raid 1, Raid 5, SAN, Boot from SAN
* Managing DC’s, DHCP*,* DNS*,* WINS, IIS, RIS, SNA, HIS, Terminal Servers
* Active Directory – OU’s, Users, Groups, Group Policy, Computer Accounts, DFS, Sites and Subnets
* EMC Storage / Boot from SAN / LUN Creation
* SQL Server 7, SQL 2000
* Citrix MetaFrame
* F-Secure, Symantec Anti-Virus, LAN Faxing, Tivoli Storage Manager, Oracle
* Hardware and software upgrades
* Data Migration
* Server Decommissions / Relocations
* New site deployments
* VMWare – Virtualisation of Dev and Test environment.
* Printers, Print Queues, Print Drivers, Print queue migration (PrintMig)
* Clusters/Load Balancing
* Scripting -VB Script, Batch Files, Logon Scripts.
* Patching and Security Updates
* Documentation
* Change Management

April 2004 – June 2004 (Contract) **ASG**

*Systems Engineer*

ASG are a small outsourcing company. Employed to help with the merger of one of their clients - Duke Energy with Alinta.

* Server Project team – Integration of Duke Energy Server environment to Alinta
* Server Commissioning
* HP Servers
* Windows 2000, AD, Lotus Notes, Backup Exec, DHCP
* Data Migration

Oct 2002 – Dec 2003 (Permanent) **Datacom**

*Technical Account Manager*

Datacom are a medium size outsourcer/systems integration company. I was employed to manage their small to medium client accounts, and to provide high level technical support over a wide range of different products.

* Provide IT Support to Small and Medium Size companies.
* Onsite and Remote Support
* Windows NT 4/ Windows 2000, 2003 Server
* Microsoft Exchange 5.5 / 2000, Lotus Notes
* Windows 95, 98, NT4 Workstation, 2000, XP
* DC’s, DHCP*,* DNS*,* WINS, IIS, RIS, Terminal Servers, ISA
* Citrix MetaFrame XP
* HP Evo Thin Clients
* Trend Micro Anti-Virus, Norton Anti-Virus, McAfee Anti-Virus.
* Active Directory – OU’s, Users, Groups, Group Policy, Computer Accounts, DFS, Sites and Subnets
* Setup new environment for Defence Force Recruiting – Approximately 100 Servers
* Building. Deploy, configuration, upgrading of servers.
* Building Desktop SOE.
* Patching and Security Updates
* Scripting -VB Script, Batch Files, Logon Scripts.
* Configuring Sonic Wall firewalls, VPN
* Configuring Cisco Routers
* Norton Ghost
* Backups - Backup Exec, Arcserve.

Jan 2002 – October 2002 (Permanent) **Vertex Technology**

*Network/Systems Engineer (Multiple Clients)*

Vertex is a small size outsourcer/systems integration company. I was employed to provide high level technical support to their clients over a wide range of different products.

* Provide IT Support to small and medium size organizations.
* Onsite Support
* Provide support for most of the previous mentioned technologies.

Sept 2000 – Nov 2001 **SAGEM Australasia**

*IT Manager /Network Administrator (Permanent)*

SAGEM is a French based telecommunications company. In Australia, their primary focus is on selling mobile phones and supplying Biometric Systems to Australian Police organizations. Employed to manage their internal network and to build biometric systems.

Duties / Responsibilities

* Managing the company’s NT4 computer network
* Management of 10 NT4 Servers + 1 Windows 2000 Server
* Manage 50 NT 4 Workstations
* NT4 Domain Management
* PDC, BDC, DHCP, DNS, WINS
* Managing User Accounts
* Printers / Print Queues
* Arcserve
* Setup and configuration of CT Fax Server (LAN Faxing)
* Installation and configuration of MS Proxy 2.0
* Managing SQL 6.5 / 7.0 – Database Management
* Upgrade SQL 6.5 to 7.0
* QuotaManager 2.0
* Lotus Notes Domino Server / Lotus Notes Client
* Standard Operating Environment
* Cabling / Patching
* PABX Management
* Documentation
* Setting up Biometric Fingerprint Scanning machines for NSW and NT Police

Jan 2000 – Sept 2000 **Fujitsu Australia Limited**

*Systems Engineer (Contract)*

Fujitsu is one of the world’s leading IT outsourcing companies in the world. I worked in the Server Management team – looking after Fujitsu’s internal server infrastructure.

Duties / Responsibilities

* Manage Fujitsu’s 90 infrastructure servers Australia Wide
* Management of 3 NT4 Trusted Domains / Domain Migration
* Installation and management of 20 TeamWARE mail Server 5.3
* Management of PDC, BDC, DHCP, DNS, WINS, IIS
* Arcserve Backups / Backup Scripts
* User Account Management
* Server Migration
* System Audits
* Managing SQL 7.0 Server + Database Management
* Incident Management (Clarify)
* Citrix MetaFrame Management
* ActivePerl Scripting, Batch Files
* Server monitoring via TNG Unicenter
* Managing Quotas – Quota Manager v2.0
* Managing File/Access permissions
* Web Server Administration
* Building servers - Fujitsu
* Reporting
* Change Management
* Server Relocations

Jan 1999 – Dec 1999 (Permanent) **Birdwood High School**

*Network Administrator*

I oversaw managing the schools Computer network.

Duties / Responsibilities

* Manage 3 NT4 servers and 200 Workstations.
* NT4 server, Windows 95, Windows 98, NT4 Workstation
* Domain Management, Mandatory profiles, Policies.
* PDC, BDC, DHCP, DNS, WINS, IIS
* Installation and configuration of Microsoft Exchange 5.5
* Installation and configuration of Microsoft Proxy 2.0
* Server migration
* User Account Management
* Backup Exec
* Standard Operating Environment
* Norton Ghost Workstation Cloning
* Network Hardware planning / Maintenance.

**HOBBIES / ACTIVITIES**

Some of my hobbies / activities include Renovating my house, spending time with friends, dancing, going to the beach, computers, playing piano and guitar, rock climbing.

**EDUCATION**

Jan 1999 – Sept 1999 **Adelaide Institute of TAFE**

*Certificate 4 in Information Technology*

This course covered Networking, TCP/IP, Windows NT, Internet Information Server, Hardware, and Software.

Feb 1996 – Sept 1996 **Tea Tree Gully Institute of TAFE** *Associate Diploma in Computer Systems Engineering*

This course was aimed at Building Computer Systems, finding faults, and repairing.

Feb 1995 **Adelaide Institute of TAFE**

Certificate in Bar/Waiting

This course covered responsible serving of Alcohol, and basic bar and table waiting skills.

Feb 1994 – Dec 1994 **Banksia Park High School**

SACE Stage 1

Subjects I studied included: Maths 3, Physics, Chemistry, Economics, Computing and Metal Work.

**PERSONAL QUALITIES**

I am a smart and hard-working person who has a real passion for Information Technology. I have worked for some of the largest companies in the world, not only in a technical support role – but also as a team leader. I have had experience in many different technologies and have a passion for Automation.

Given the chance – I believe i would be not only a benefit, but also an asset to the success of your organisation.

**AWARDS / CERTIFICATES RECEIVED**

* I have been selected into the EDS Top Talent Program (1 of 20 in Asia Pacific)
* VMWare v4.0 Installation and Configuration
* Active Directory Advanced Troubleshooting PLUS
* Certificate in ITIL
* Certificate in Kepner Tregoe Root Cause Analysis
* Microsoft Certified Professional.
* MCSE Windows NT4
* Certificate IV in Information Technology.
* I have attended a senior First Aid Course.
* A Credit in the Australian Mathematics Competition.
* I have attended a Mindwarp Ideals Course.
* I have attended a Leadership Course.
* I have attended an Initiative Course.
* A basic skills rock-climbing certificate.

**REFERENCES**

Upon Request.