Terry Lowery
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Key Skills and Knowledge

Writing scripts using VBscript and Powershell to complete bulk changes or to solve common problems. Maintain Active Directory and on Windows 2003/2008. Solid understanding of operating systems and troubleshooting. Knowledge of different operating systems.

Domain Expertise & Solutions

Microsoft active directory
Automation using scripts
Network services – DNS, DHCP, Active Directory, MySQL, MSSQL, IIS, ISA, IAS, and Apache on Microsoft , UNIX, and Linux.

Communication and Networking

Windows and UNIX network services.
Cisco routing and switching. CCENT certified.

Operating Systems

Windows NT, 2000, 2003, 2008, 2012 XP, Vista.
OpenBSD, FreeBSD, NetBSD UNIX systems
Linux CentOS, Debian, Gentoo, Redhat.

Programming Languages & Tools

High level understanding of different programming languages and tools.

Certifications

MCSA, MCSE server 2000, Cisco CCENT

Skills Summary

Windows 2000, 2003, 2008, 2012 OS troubleshooting, Active Directory, IIS, SQL, Linux administration. Storage and load-balancing technologies.

Experience

Rackspace Hosting   October 2011. – Current

Windows/Support Engineer

Provide support for escalated issues on Windows based servers.

Take part in customer business discussions to assist in providing solutions and planning.

Act as technical lead for complex customer configurations.

Review and plan customer maintenances.

Work on resolutions for performance related issues.

Lead technical discussions and coordinate with different technical departments to ensure solutions for customers are correct.

Diagram and audit customer environments and recommend changes to best help business and technical needs.

Recommend best practices for environments.

Escalation point for customer outages and issues.

Perform more complex and sensitive maintenances to ensure best outcome.

Provide and recommend training for lower level technicians.

Rackspace Hosting   September 7th 2010. – October 2011

Level 2 Windows System Administrator

Provide support of Windows servers for Intensive customers

Troubleshoot and support IIS and SQL configurations for customers.

Perform scheduled and emergency maintenances.

Investigate monitoring alerts and resolve outages and performance issues.

Escalate issues to appropriate teams according to issues.

Assist and lower level technicians with issues.

Work as a team to suggest and discuss customer issues.

Unisys, Inc. Consultant   October 6th. 2008 – August 7th. 2010

Hired to directly work as a Unisys Consultant from subcontractor (Apex Systems).

Coordinate migrations from physical to virtual with multiple teams.

Review and comment on technical documents for change management requests.

Create change management requests.

Build, maintain, and troubleshoot Linux images and servers.

Troubleshoot and maintain Windows and Linux integration.

Troubleshoot IIS applications in an enterprise environment.

Troubleshoot Windows and Linux servers.

Troubleshoot basic network and database connectivity.

Work with a team of people to provide support for Exchange 2000 and 2007 services.

Help tier 1 and users troubleshoot issues relating to Exchange mail and active directory.

Write automation scripts with Vbscript and Powershell.

Monitor and troubleshoot Windows 2003, Exchange 2000, and Exchange 2007

Monitor and troubleshoot authentication, and active directory replication.

Research and document implementation procedures and test plans.

Troubleshoot operating system and Exchange errors and problems.

Troubleshoot and assist in Blackberry problems.

Recover email for users.

Provide on call support on a rotating schedule.

Trouble shoot and resolve email sending and receiving issues.

Research and suggest best practices and suggested resolutions to common issues.

Apex Systems, Inc. Subcontractor for Unisys Project   July 24th 2007 - October 6th. 2008

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Swift Systems, Inc. System Engineer.   May 2006 – July 2007

Design, implement, and maintain a wide array of configurations for small to medium size businesses.

Setup and maintain mail servers using Exchange 2000, 2003, and *NIX type imap, and pop3 servers.

Setup Active sync on Mobile 5 smart phone platforms to sync directly to an exchange server.

Setup Exchange servers to allow RPC over HTTPS for Outlook client access from the Internet.

Monitor and configure Exchange server setups and mail enabled public folders.

Support users email issues with exchange server and Imap, pop3 access to other email

servers (UNIX and LINUX)

Troubleshoot Exchange server database problems.

Preventive and problem resolution maintenance on exchange server database using offline defrag and consistency check tools provided by Microsoft.

Troubleshoot general email problems smtp, imap, pop3, dns, and mx records.

Setup and maintain active directory setups and modifying existing ones to suit business changes and better use of OU's and GPO's for scripting and computer/user polices.

Utilize active directory and Group Policy objects to setup policies for WSUS patch management, configuration of password polices, proxy settings, user folder redirection, and lockdown of user workstations.

Setup, troubleshoot, and maintain an active directory infrastructure for multiple customers and sites ranging from single to multi.

Utilize active directory services interface (ADSI) to gather or modify user attributes with VBScripts.

Write Custom .ADM files to modify registry settings for user and computer related functionality not covered in a standard group policy.

Setup and design active directory replication.

Occasional script writing using VBscript, WSH, and active directory scripting.

Act as a consultant to small to medium size business; discovering needs and requirements to find an appropriate solution.

Help customers maintain secure network and systems.

Provide on call emergency support on a rotating schedule

Configure and troubleshoot T-1 and DSL circuits.

Configure and support firewalls (GTA, Cisco PIX and ASA, Sonic Wall toname a few).

Provide support for a servers and network in employer's data center.

Design, implement, and maintain backup solutions for customers.

Provide level 3 troubleshooting and support for customers.

Install, maintain, and troubleshoot a wide array of operating systems (Windows, Unix, and Linux).

Acting lead engineer with several customers; providing change management and acting liaison to vendors.

Involved in several remediation of compromised servers responding in a quick and efficient manner in isolating and resolving the threat.

Provide desktop and user support for a diverse client base.

Setup and maintain secure wireless access.

Setup and maintain Citrix servers for businesses.

Hood College - Systems Administrator   October 2005 - May 2006

Design, implement, and maintain appropriate domain architecture. This includes but is not limited to the installation of Windows servers.

Plan and install operating system upgrades, configure new systems, and install software products on Windows servers.

Administration of user accounts, profiles, and policies.

Maintain the OS and software configuration of Laboratory computers through the use of Active Directory (OU – Group policies) and other third party remote deployment tools such as Altiris.

Employ a print server (Print Manager Plus) to manage the consumption of printing resources by students.

Plan and implement network backups, recovery operations, and virus protection of Windows network.

Provide operational support for computers and peripherals attached to the Windows network.

Monitor system operation assuring that systems are performing within agreed upon service levels.

Troubleshoot system problems and make necessary adjustments to return the system to normal operation. Act as a point-of-contact for vendor maintenance personnel.

Use a variety of hardware and software knowledge, as well as other appropriate technology tools, to attain the quickest and most effective problem resolution.

Analyze and resolve Windows related problems through the application of systematic troubleshooting

approaches; eliminating unnecessary diagnostic events, and effectively and promptly isolate problems in a manner that is least disruptive to the user.

Research new techniques, technologies, products, and services that increase the first-time success rate of customer service and decrease the cost per event.

Collect, analyze, and organize relevant and necessary information from a variety of sources.

Loudoun County Public Schools – Network Engineer   November 2004 - October 2005

Write scripts for common tasks and problems.

Test new software titles for deployment on instructional computers.

Advanced troubleshooting for software and network problems.

Help design and implement new Windows 2000 Active Directory networks and new schools.

Design and implement group policy to configure common functionality of desktops while providing a secure environment by locking down configuration changes to non-authorized users.

Help decide on design of active directory to accommodate goals in security and usability of the network.

Help design and implement a standard for Group Policy settings to lower TCO on network and provide a more secure environment.

Lead engineer for software testing and deployment in the school system.

Provide advanced troubleshooting and resolution for network operating systems software.

Provide advanced troubleshooting for laptop computer systems and wireless clients.

Set standards for laptop usage on the school systems network

Business Radio Products - System Administrator   August 1998 – October 2004

Converted company from paper based order and inventory system to integrated computerized point of sale, inventory, accounts payable, accounts receivable, and general ledger software.

Configure ISA server and monitor Internet usage to maintain employers Internet usage policy.

Provide onsite support and training for employer's two locations

Serve as Help desk support for employer.

Provide support for employees accessing network resources from remote locations using VPN and Terminal server.

Suggest programs to improve efficiency and quality of employees work.

Suggest programs and procedures to improve network security.

Install, Configure, and troubleshoot all software packages installed on desktops and servers.

Assist employees with email and word processing applications to get the desired results from those software packages.

Evaluate, test, implement, and support various printers and computer hardware required for employees to complete their jobs.

Monitor network and system security and performance to make certain employers policies are being met.

Train users how to use employer's applications correctly and notify of policy changes.

Review new software packages and security patches before widespread implementation.

Terminate Category 5 cabling and setup and maintain network hardware.

Configure and troubleshoot DNS, DHCP, and WINS servers.

Configure, maintain, and troubleshoot mail server and web based IMAP server.

Perform nightly back up of important data and verify integrity of backups.

Professional Certification

Microsoft Certified Systems Engineer – Windows 2000

Microsoft Certified Systems Administrator – Windows 2000

Cisco CCENT