**Christopher Blake Heath**

**ACTIVE SECERT CLEARANCE**

EDUCATION

* Associates in Microsoft Engineering, Oakwood University, Huntsville, Alabama, 2011, GPA 4.0
* Bachelors in both Biology & Chemistry, University of North Alabama, Florence, Alabama, 1992, GPA 3.5.
* Masters in Information Systems, University of Phoenix, 2015, GPA 3.7.

CERTIFICATIONS

(COMPTIA) A+, Security +, Network+, Certification, XP Certification, MCP, MCTS Windows 7, MCITP Windows 7, and all MS applications.

(Currently working on: MCSE & SharePoint certifications)

COMPUTER SKILLS

* Operating Systems: All Windows Applications: NT, Server, 95, 98, ME, 2000, XP, Vista, 7, and 8, 10 and MS 365 Suite, Linux (know all commands).
* Databases: dbase III+, MS Access, MS SQL Server 2000/2005/2008/2012 {2008 R2}, Query Designer, Sybase SQL, Oracle, SAP.
* Microsoft Office: {All versions, including 365 Suite} Words, EXCEL, Outlook, PowerPoint, OneDrive, SharePoint 2003, 2007, 2010, 2013 & 2016, Visual Studio, SharePoint Designer, Visio, FrontPage, and InfoPath.
* Web Application Framework: SharePoint 2003, 2007, 2010 & 2013, NET, ASP.NET, Silverlight, SharePoint Designer 2007 & 2010, Glassfish, WebLogic, Angular JS.
* Other Supporting Software: .NET Framework, Abode Photoshop, Abode Flash, and other Abode Software, VMWARE {off MS}, InfoPath 2007 & 2010, AJAX, SAP, {ERP}, IBM, and Business Objects Desktop Business Intelligence, SSAS (SQL Server Analysis Services), and SSIS (SQL Server Integration Services), Windows Server Update Service; AKA SUS (Software Update Services) & High Charts.
* Graphics Software: Abode Fireworks, Abode Photoshop, Abode Illustrator, and Fireworks, Poser 6, and Dreamweaver CS5.
* Servers: Virtualization: VMware ESX Servers, VCenter, VSphere, VMotion.
* Servers: Citrix, Windows Sever 2000/2008/2012/2014 {Window server 2008 R2; Hyper-V Virtualization off x86-64}, SQL Server 2000/2005/2008, Microsoft Virtual Server 2003, MS SP Portal Server 2010/2013/2016, Virtual PC, Microsoft Exchange, Oracle Business Intelligence Enterprise Edition, SP Portal Server, Windows SP Services, and SP Server 2007 & 2010, Hyper V, PostgreSQL.
* Reporting Services: Crystal Reports (SAP SE), SAP Business Objects (BO or BOB), dashboards, SSRS (SQL Server Reporting Services).
* Storage Devices EMC, SAN/ NAS.
* Directory Services: Active Directory, eDirectory, Role Based Services Rights Delegation.
* Terminal Services: Various Remote Desktop Services, Remedy, Terminal Services, and Citrix XenApp.
* Languages: Java, JavaScript, CSS3, HTML, JQuery, Visual Basic, ASP.NET, C++ (working on learning more), Ajax, Windows PowerShell, SQL, TSQL, .NET, and XML.

EXPERIENCE OVERVIEW

* Fifteen years of IT experience; to include, but not limited to, helpdesk as a Tier II and III, System Administrator III-IV status, IT Lead Desktop Controller. As a helpdesk analyst, resolved & created solutions to IT and SharePoint issues.
* Ten years of SharePoint experience, to include but not limited to: creation of farms, infrastructure, installation, migration, architecture, structure, site template customization, content management, collaboration, master pages, permissions (security), custom, pages, document libraries, built-in-lists, document libraries, site collections, support, custom lists and SP libraries, workflows, features, and solutions, maintenance for testing, production and disaster SP environments, converts specifications into computer code, analyzes code for test, finding errors, NLB, document all changes to code, program specifications from upper management, customers, and team members, resolved help desk errors that were reported, technical specializations to include programing for SP needs, creates dashboards, metrics, design and deploy InfoPath forms, custom web parts, multi-server farm maintenance, content and storage, teaching classes on SP, CA, STSDM, built sites & workflows, with the help of other software applications & programs etc.; SP 2007, 2010, 2013 & 2016.
* At Lockheed, I was the lead in the migration process from 2007 to 2010. Also, I had a lot roles in the migration at DLA. For example, I oversaw the CA operations for building the foundation of the Farm, during the migration. Migrated SP 2010 to 2013. I can oversee and implement system upgrades and strategies.
* Corporate Trainer: taught classes on SharePoint 2007, 2010, 2013 & 2016. Developed my own SharePoint material, via design, presented, managed and taught to classes of people in groups ranging from 25-80 pupils at a time.
* Designed SP through using SP Designer, Java, JavaScript, CSS, Angular JS, Visio, Visual Studios, Silverlight, HTML5, JQuery, Visual Basics, C++, & FrontPage, Access, Excel, Photoshop, and Adobe Applications, etc.
* Experience in SQL server 2005/2008/2010/2013/2016, including R2 series, in reporting, implementation, business analytics, maintaining & optimizes SQL Server database & objects (for example: tables, procedures, queries, indexes, etc.). Experience with third party application databases as well as SQL management tools; to include, but not limited to, security patches, and threat mitigation.
* SQL management tools: SSRS (SQL Server Reporting Services), SSAS (SQL Server Analysis Services), & SSIS (SQL Server Integration Services).
* Metrics, analyzing, monitoring, and troubleshooting issues in loads of production as they come in, all issues needed to be resolved in a timely manner.
* Make sure that all servers work together to maintain a high availability for all cluster resources.
* I had all secured when the QA (testers, analyst) and UAT (service or a product) were set against a set of requirements to test accuracy.
* Establishing Standard Operating procedures & policies for the Support Team. I served as a subject matter expert on complex systems processes, and procedures.

Government Energy Solutions, Redstone Arsenal, Alabama

Senior SharePoint Developer

1/2017-4/2017

* + Created High Charts to an expertise degree by using JavaScript, CSS, and HTML.
  + Create & support for the Microsoft SharePoint Designer 2010/2013 workflows and sites.
  + Extensively worked with SharePoint Client Object Model to work with provider hosted apps & azure web jobs, web parts, and developing custom solutions.
  + I have been working with SharePoint since 2007, as a Developer and Administrator, with Farm experience.
  + Excellent understanding when it comes to utilizing SharePoint Designer to modify the Master Pages and CSS pages to conform to policies and customer requirements.
  + Proven ability to analyze problems, root causes, and develops innovative solutions to business challenges and streamlining operations.
  + Strong interpersonal, team skills and ability to interact with people at various personalities.
  + Possess excellent verbal and written communication skills.
  + Experience which includes the Product installation, Configuration, Administration, Development of Custom Web Parts, Workflows, Features and Site Templates using Visual Studio.
  + Implemented ASP.Net validations and JavaScript, JQuery, VB, HTML, & XML methods in the code wherever required.
  + Created custom Approval workflow using VS 2010.
  + Installation, configuration, upgrade, architecture, site template customization, Site definition customization, taxonomy, content management, collaboration, Workflow, custom web parts, reports, InfoPath Forms, master pages, content types, features, solutions, Excel Services, UI Branding.
  + Used JQuery, JavaScript, HTML5 and JSON to create interactive responsive pages, for customers.
  + Analyzed business and system needs and suggest solutions that leverage SharePoint out-of-the-box functionality.
  + Expertise in Web-Development technologies for User Interface Development like HTML, JavaScript, CSS, JSON, and JQuery.
  + Created complex workflows using SharePoint designer 2010/2013.
  + Intensively worked with the SP Server Object Model during the creation of the dynamic web parts and document workflow.
  + Developed Pages using HTML, CSS, JavaScript and JQuery.

Vista Technologies, Huntsville, Alabama (Redstone/NEC-R)

System Administrator IV

Senior SharePoint Developer & SQL Administrator/Developer

10/2015-2/2016

* Regional Center (NEC-R) for the Southeastern portion of the United States.
* In charge of all servers hosted by the NEC-R, & for other entities.
* Strong backgrounding in T-SQL writing stored procedures, triggers, and functions.
* Proficiency and expertise in SQL Server Replication, Backup/Recovery, Disaster recovery and planning.
* Lead for SharePoint, and SQL Databases for across Redstone Arsenal.
* Provide access control management as a scalable service.
* Worked on configuring SQL Server with maximum/SIPR privileged access.
* Oversaw the SQL Servers for the entire Redstone Arsenal/ in charge of all SQL Servers.
* Configuring / Administrating SharePoint Farm, AD, SQL Server 2012/2008.
* Handled all maintenance (patches, service packs, etc.) for all 2008 thru 2016 SQL Servers.
* Handled multiple SQL Instances on Cluster environment for Server Consolidation projects built on SAN using RAID levels.
* Maintained all STIGS, policies and procedures.
* Troubleshoot performance problems, fine-tuning of databases and index Analysis.
* Maintained individual service accounts for SQL Server services on cluster with different Security groups (permissions).
* Working knowledge in Analysis Services (SSAS), Reporting Services (SSRS), SSIS (SQL Server Integration Systems) and Clustering.
* Amazing ability to design and implement custom web parts.
* Collaborated with management and users regarding project status and needs.
* Create and programed responsive SharePoint website designs with master pages, page layouts, themes, display templates with CSR / JS Link, JavaScript, jQuery, Java.
* Strong experience in designing, implementing, and maintaining MS SP, SQL 2008/2012, IIS, Windows Clustering, Network Load Balance, .Net Environments, etc.
* Bootstrap, CSS, Adobe Photoshop, Illustrator, Dreamweaver, and SharePoint Designer, etc.
* Analysed the requirements and designed an implementation plan.
* Specialized in created the Master Pages for the Branding of the website using SharePoint Designer, etc.
* Created SP websites on a Centralized Portal level.
* Improved website performance, optimized templates and streamlined website designs using web standards and CSS to facilitate user’s requirements.
* Extensive experience in the Data Warehousing implementations, Data Migration and ETL for Retail, Product Development, and Finance.
* Worked on Views, Stored Procedures, Triggers and SQL queries and for loading the data (staging) to enhance and maintain the existing functionality.
* Experience in developing Stored Procedures, Functions, Views and Triggers, Complex SQL queries using SQL Server, TSQL and Oracle PL/SQL.
* Worked on Views, Stored Procedures, Triggers and SQL queries and for loading the data (staging) to enhance and maintain the existing functionality.
* I was the only person that the Director would allow to create, design, & implement the Website that respectively representing the South-eastern NEC-R Division. I created it from scratch.

Lockheed Martin, Huntsville, Alabama (Redstone Arsenal)/ (Contract)

Migration Engineer

3/2016-6/2016

* Established and migrated straggles, migrated OS 7 to O S10 to machines.
* Some troubleshooting of issues with the OS 10 on the machines,
* Highly-skilled in troubleshooting hardware, software on computers, LAN, WAN, and some high skilled implementations that needed to be resolved on classified computers.
* Setup, deployed, and maintained of end-user machines
* Performed regular system performance checks and identified any potential issues
* Identified and resolved hardware and software issues.
* Assist team members and provide support and solutions to customer queries to meet. Company Objectives.
* Maintain updated knowledge of company products and services to had better provide company and client support.
* Provided networking solutions for corporate clients with enhanced modem capacity to meet the organizational requirements.
* Provide database migration, integration, and management services to the clients.
* Perform onsite and remote analysis of computer and network issues.
* Install, configure and test hardware and software.
* Troubleshoot issues with hardware, software, and peripherals.
* Prepare tests and applications for monitoring desktop performance.
* Perform preventive maintenance.
* Instructed end users in the use of software, personal computers, and networks.
* Used client ticketing system to provide support.
* Provided ongoing hardware and software support.
* Installed and repaired laptops and computers.
* Reported metrics on the work that had been established.

ARMY Contract Command, Huntsville, Alabama

SharePoint Web Content Manager

11/2013-9/2014

* Deep knowledge of content management applications, Content Management System  
  Outstanding knowledge web user interface and its concepts.  
  Exceptional skills in web design and prepared strategies.
* Maintain 152 Customers and 26 Divisions.
* Create SharePoint Websites and maintain the Websites, once created
* Provided technical support to IT support staff.
* Coordinated with project sponsors and managing editors and developed project scope and managed content accordingly.
* Developed content matrix and prepared various metadata values for content.
* Designed content for website, evaluated content and edited it as required.
* Ensured compliance to all editorial style while preparing content for websites.
* Performed troubleshoot on content and performed tests on same.
* Improved SharePoint security by proposing and implementing improved security access controls and policies.
* Worked with Designer, Active Directory, all Adobe Graphics (Fireworks, Dreamweaver, etc.), & other software & programs.
* Planned various SharePoint sites including creating document libraries, lists, and web part content using Microsoft Visio.
* Created Workflows with various programs
* Improved SharePoint security by proposing and implementing improved security access controls and policies
* Provided companywide training for SharePoint http://www.thewoodlandstx.com/images/numbers/number_spacer.jpg2013 & 2016. I trained classes of 25-60 customers, which include all employees of their branches of governement, the basic and intermediate skills of SharePoint 2013 & 2016. All coursework was managed, implemented, prepared and developed by me.
* Worked with upper mangement, engineers, assurance personnel to make sure that customers received the equal amount of complaiance within SharePoint 2013 & 2016.
* Brown Bag lunches were presented as technicial tips in SharePoint 2013 & 2016, for those people who wanted to gain further knowledge and comprehensation of the application.
* Metrics were created and kept up to date on those who attended my courses of SharePoint 2013 & 2016.
* Create, modifies, update image files, icons, and mockups, to aquire feedback from others users.
* Ensures full database to meet the customers’ requirements, while adhering to DoD/DISA.
* Manage customer sites and mandates site collections functionality and make sure they are configured in compliance with local policies and configuration standards.

FBI Hazardous Device School, Redstone Arsenal, Alabama

System Administrator IV/SharePoint Administrator & Developer

6/2013-11/2013

* + Configures PC Systems for incoming military personnel
  + Participates in budget meetings to discuss requirements for upcoming IT/SharePoint equipment.
* Maintains backups for the all 6 servers, by verifying the integrity and implementing disaster recovery
* Servers repair, maintenance, updates, and handling of infrastructural aspects.
* Participates in NEC-R (Redstone) IT power planning meetings.
* Handles the maintenance of cameras and other photographic equipment.
* Connectivity of the network, and all activities that must be done with the networks for servers and PCs.
* Troubleshooting all computer issues, basic to advance issues.
* Upgrades, patches, virus software, etc on machines.
* Maintain the FBI classified database.
* Make sure that all machines are hooked up and ready for use in classrooms.
* Installation of Web Browsers from Firefox to IE.
* Ensure full databases met the customers’ requirements, while adhering to DoD/DISA mandates.
* Manage customer sites and mandates site collections functionality and make sure they are configured in compliance with local policies and configuration standards.
* Expertise in solving any issues related SharePoint Environment and SQL server.
* Experienced in working with clients, gathering requirements, and translating those into system improvements.
* Expertise in Adding/Changing/Removing users and user group permissions for various sites, updating content & changing navigation.
* Extensively worked on Power Shell to provide full access to applicable application programming interfaces (APIs), along with the ability to unlock the capability to interact directly with SP 2010.
* Extensively Designed, Developed and Tested WSS Site Templates, Custom Web Parts, & Custom Templates.
* Experience in systems/network administration, managing multi-platform environments, network design, as well a system, server, and workstation optimization, Management of Server, Installation & Configuration of LAN/WAN product including Hub, Switches, and Routers etc.
* Good communication and strong interpersonal skills with quick adaptability to new environment.
* Extensively Worked On Web Parts, Custom List, Document Libraries And Picture Libraries Using SharePoint Object Model.

Defense Logistics Agency (DLA), Redstone Arsenal, Alabama

IT Support Specialist Lead / IASO Officer / SharePoint Administrator

11/1/2011-2/21/2013

* Implementing IT system security in the organization to ensure safety of data and IT systems.
* In charge of the management and maintenance of all computer work stations and laptops.
* Provide expert technical support to the computer for customers in the organization.
* Interact with clients daily to be able to see and understand their IT problems and provide competent solutions to these problems.
* Communicate with top management in regard to IT related issues.
* In charge of the ARMY Email Server Migration for my team members.
* Migrated from the ARMY network to the DLA network. DLA received their own servers.
* Maintain the Citrix Server so team members can log in to access particular applications needed for their jobs. I mapped Citrix for those people who did not have access, and installed it for those who needed it on desktop. Fix Citrix errors.
* Other: troubleshoot blackberry phones, Active Directory, MS Exchanger Servers- configuration along with other problems with email, domains, TCP/ IP, VPN, File Transfer, Administration Rights, configure and troubleshoot printers and perform maintenance on printers, network operations, AKO, CAC/PKI, Java, installing and uninstalling software, hardware issues software issues upgrades, patches, reimaging, inventory, handled all issues that come up with all computers, laptops, or any apparatus.
* CISCO telecommunications.
* Co-Coordinated with Customer Support Manager for the installation process of the BRAC project.
* I am the IASO Officer in charge of signing all documents to get individuals access to a computer, etc. (2875, VPN, User Agreements, etc.).
* Server Maintenance. (SAN, monthly maintenance, etc.)
* I advised people on how to use SharePoint 2010 for the new migration page.
* Lead IT Support Specialist. Supervised 8 people.
* From 4/2012 through 9/2012, I resided as the Corporate Trainer. I taught classes on SharePoint 2010 and SharePoint 2013. DLA migrated from SP 2010 to SP 2013 during the time I was teaching, so both were included. Traveled 3 weeks out of the month. I was responsible for creating and developing course work from selected books chosen via upper management. I also offered classes on all Microsoft Office Applications, except Project.
* Ensures full database to meet the customers’ requirements, while adhering to DoD/DISA mandates. Manage customer sites and mandates site collections functionality and make sure they are configured in compliance with local policies and configuration standards.
* Involved in backup, restore and moving Content DB from old SQL Database Server to new SQL Database Server, due to the migration.
* Extensively worked with Central Administration portion to perform server reports, manage errors, logging, web applications, site collections and optimizations.
* Experience with Excel Calculation services, SQL Server Reporting Services, Analysis Services, PowerPivot and other services in SharePoint.
* Implemented custom document centres’ and Wiki’s for each individual site with the inclusion of private and shared document canters’
* Provided end-user support and documentation for users.
* Create and managed SharePoint Lists using SharePoint designer and Central Administration.

Eagle Support Corporation, Huntsville, Alabama

Contract Specialist

1/1/2011-8/1/2011

* Supported and participated in contract negotiations.
* Handled the tasks of reviewing, updating, and maintaining contract documents.
* Responsible for preparing contractual provisions and administrating contract documents.
* Prepared negotiation specifications and bids to plan and accomplish the set goals.
* Developed, researched and briefed government customers and senior management.
* Handled the tasks of approving and rejecting proposals for deviations from delivery schedules and contract specifications.
* Monitored and evaluated performance of contracts to determine extension of contracts and compliance to the contractual obligations.
* Responsible for the development of comprehensive acquisition strategies that define pricing terms, contract type, evaluation/selection methodology and schedule.
* Prepared and utilized proposal development worksheet for strategic planning.
* Deltek (GCS Premier), Cost Plus, T&M, and FFP contacts.

EMCO/Lockheed Martin, Madison, Alabama

Helpdesk Analyst Level II and SharePoint Administrator & Developer

11/2007-11/2010

* + SharePoint Administrator-Managed SP 2007 & migrated to 2010. Responsible for the full life cycle of the SharePoint system including, planning, design, development, testing, integration, deployment, and maintenance of both levels. Control of access permissions at every level, site deployment and configuration, and created various workflows. Implement SP solutions using managerial decisions, make sure that the solutions are designed, configured, and deployed in accordance with SP practices and policies.
  + Related SP issues with the IT department to understand system and configuration needs to for supported applications.
  + Addressed all IT trouble tickets that dealt with SharePoint.
  + Applied my experience with SP 2010 and 2007 architecture & server configuration.
  + Identified and implemented technologies and methods of using existing technology to help users work more efficiently.
  + Helpdesk level II/III tech: Investigated issues reported by customers and vendors in a timely and efficient manner.
  + Remedy Ticketing System and intermediate knowledge of Support Soft as remote software.
  + Helped with the upper level Management. (Network Adm, metrics, etc.)
  + Software, hardware, window servers (MS 2003, Cisco, etc.) Groove, Support Soft Active Directory, MS Exchanger Servers, P2, passwords, troubleshooting blackberry phones, DS and applications, TCP/ IP, DHCP, SMS, VPN, VTC, Citrix, GOTS, File Transfer, Administration rights, Configure along with other problems with Email, Mainframe, configure and troubleshooting of printers and maintenance on printers, upgrade all OS (to include all Microsoft Operating Systems, for example ME, 2000, Windows XP/Vista/Win 7, etc.), modems and scanners, DNS, install all new apparatus (hard drives), OS, Oracle based Software, Java, CAC/PKI, Java, and other Enterprise client side applications, depth in multiple areas, servers, document storage, networks and operations, Media Storage, ERP Systems, AKO, and audio and video apparatus, continue on all knowledge on PCs', back up on all PCs', RFID, Globe Ranger, Pushed software, Patches, Web Sphere and all IA functions.
  + PC Repair and upgrades to the PCs
  + Lead group that concentrated on the solidarity of the migration of SharePoint 2007 to SharePoint 2010. Responsible for, but not just limited too: permissions, server maintenance, installation, farms, security, infrastructure, architecture, structure, site template customization, content management, collaboration, etc.
  + Ensures full database to meet the customers’ requirements, while adhering to DoD/DISA mandates.
  + Manage customer sites and mandates site collections functionality and make sure they are configured in compliance with local policies and configuration standards.
  + Worked together as team to accomplish migration. I was a lead. But coordinated support sparked the migration to be completed in an organized manner.

**CAREER ACCOMPLISHMENTS**

* Established and implemented mitigation strategies /Migrated OS 7 to OS 10 on 300 computers for the employer.
* **Networking:** Data Communication and Networking, TCP/IP, DHCP, DNS, WINS, IIS, FTP, IE, Netscape, Client/Server, Active Directory, SMTP, LANs, Bridges, Switches, Routers Virtual Machines, SNMP, NIS+/NIS, LDAP, HTTP, HTTP, SAN / NAS, Fibre channel, VTC, SCSI, Servers.
* Some out-of-the-box- & highly skilled projects resolved for the customers.
* Highly skilled in troubleshooting hardware, software, LAN, WAN and operating system issues.
* Setup, deployed, and maintained end-user machines.
* Performed regular system performance checks and identified any potential vulnerability issues.
* Identified and resolved hardware and software issues.
* Assist team members and provide support and solutions to customer queries to meet company objectives.
* Maintain updated knowledge of company products and services to had better provide customer support and service solutions.
* Provided networking solutions for corporate clients with enhanced modem capacity to meet the organizational requirements.
* Provide database migration, integration, and management services to the clients.
* Perform onsite and remote analysis of computer and network issues.
* Install, configure and test hardware and software.
* Troubleshoot issues with hardware, software, and peripherals.
* Prepare tests and applications for monitoring desktop performance.
* Perform preventive maintenance.
* Instructed end users in the use of software, personal computers, and networks.
* Used client ticketing system to provide support.
* Provided ongoing hardware and software support.
* Installed and repaired laptops and computers.
* Cooperate Trainer several times
* Maintained servers Ex. Microsoft Servers, 2008/R2/2012 & SAN/NAS/iSCSi/DAS/ & Backup Storage & SQL DB to maintain infrastructure, and maintenance.