**Fred T. Tucker Jr.**

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# **Career Overview**

**SYSTEM SOFTWARE**

Networks: Wireless 802.11, Ethernet, VPN, TCP/IP, PPP, DUN, DNS, Intranet and ISP, Windows Server 2003 – 2008, Surveillance System Implementation, including Windows browsers, Android and I-Phone platforms. Linksys routers to include - Firewall; DMZ, Port forwarding (UDP and TCP)

Hardware: IBM compatible PCs; including laptops, modem and network cards, SSD, HDD, PCI, SCSI, IDE, memory, motherboards, modems, jumper, Canon, Xerox, HP, Konica Minolta, Lexmark printers

System Software: DOS (all versions) Windows (all versions), MAC system 4 though 7

Software: PACS, Altiris, SMS, Cross-platform: DOS and Windows applications, SQL servers, MS Office 2003 - 2007, 2010, Office 365, GroupWise, Lotus Notes 8.5.3, SSO Vergence, Remedy, LANDESK Management Console, Bomgar, MS Access, MS Project, create Active Directories, establish Group Policies, backups/restores, create NTFS permissions, WebDAV, Windows XP -8.1, Microsoft System Center SCCM 2012,

**EDUCATION**

* A+ Certification : Managing and Maintaining a Windows Server 2003 Environment Training
* Dell Certified
* Cisco Certification in progress
* Implementation of TCP/IP in WinNT and 95 Certification; Learning Tree International
* Microsoft Certified Course 803-Administering Microsoft Windows NT4; Track On
* Managing and Maintaining a Windows Server 2003 Environment Training
* DNS, Replication, Group Policy for Corporate Policy on Domain Infrastructure.
* Group Policy for Wireless Connections with setting appropriate permissions
* Brevard Community College, Melbourne, FL – AA Business Administration

**EXPERIENCE**

**Health First –** Brevard County, FL *(****Contractual Position)***

**Field Technician………………………………………………...…………… July 2017–Present**

* Support for Production and Migration all Health First Hospitals.
* Citrix, Remote Access, Novell Zenworks, Office 365, GroupWise, Remedy, LanDesk
* Implementation, troubleshooting, and support of computer systems, network equipment, and applications related to core systems.
* Imaging with LanDesk and usb stick using local network to image laptops, desktops and tablets. Image selection (software, drivers, etc.) dependent on department. Windows XP, 7, 8.1 and 10

**Wuesthoff Health Care System /- Kforce**

Brevard County, FL *(****Contractual Position)***

**Migration Lead………………………………………………...…………… April 2017**

* Upgrade of 50 -60 users over a 4 day span
* Supervised 3 technicians working as a team
* Imaged laptops and small form desktops

**CVS –** Brevard County, FL *(****Contractual Position)***

**Field Technician………………………………………………...…………… May 2016–April 2017**

* Support Rx (Pharmacy), network, printers and phone systems.
* Maintain and backup of IBM and HP Blade server.
* Maintain Kodak Photo Kiosks, photo printers and Kodak software upgrades
* Replace/fix 742 base registers and point of sales (POS) terminals

**Health First –** Brevard County, FL *(****Contractual Position)***

**Field Technician………………………………………………...…………… May 2015–May 2016**

* Support for Production and Migration all Health First Hospitals.
* Citrix, Remote Access, Novell Zenworks, Office 365, GroupWise, Remedy
* Implementation, troubleshooting, and support of computer systems, network equipment, and applications related to core systems.
* Imaging with LanDesk and usb stick using local network to image laptops, desktops and tablets. Image selection (software, drivers, etc.) dependent on department. Windows XP, 7, 8.1 and 10

**Hancock Bank –** Tampa, FL *(****Contractual Position)***

**Migration Engineer……………………………………………..……………January 2015 –April 2015**

Involved in all aspects of migration of Hancock Bank branches to Windows 7; this includes “back office” backups and teller machines upgrades. Application installation includes; Service Pro, Encore, Outlook 2010 , verified Online Foreign Exchange, Oracle People Soft, OnBase and Common View ACH.

**Kennedy’s Inc.** – Cape Canaveral, FL *(****Contractual Position)***

**Security Analyst…………………………………………………………….. July 2014 –September 2014**

Surveillance System Implementation, including Windows browsers, Android and I-Phone platform

**Community Health Systems**

**Infrastructure Engineer……………………………………………………….October 2013—July 2014**

* Team Lead for Windows 7 Automation project— nationwide rollout of all hospitals and clinics.
* SSO installation and configuration, both stand-alone application or from SCCM. Machine then added as member to the SSO Vergence group policy.
* Cerner Clinical application menus configured depending on individual applications frequency or request from user.
* Used Active Directory ARS (Active Roles Server) both application and web interface.
* Added and removed machines to CHS.us.net domain, added and removed various OU policies memberships to and from machines, added and removed users (including resetting user passwords), Hauser, Citrix client install and configuration, Citrix management console, pre and post GO-LIVE support, added machines to specific Cerner printer memberships with Active Directory ARS, added scanner drivers within Cerner Clinical WTS.
* Worked with Security Analysts and am familiar with provisioning within the Cerner Clinical Application.
* Cerner Surgical areas; IBM Client Access-AS400 sessions, Operating Rooms; Surgicount 360, boom monitors, Endo, Diagnostic Imaging areas, PACU, NICU, Labor and Delivery, Nurse stations PACS, Pyxsis, Emprint, SSO Vergence, Microsoft System Center SCCM 2012, AD creation of computers and memberships, Disk2VHD, Cerner, PACS, Zebra printers, WOW’s, Pyxis Stations-Med Rooms, AIO’s

**Disney World,** Orlando FL

**Migration Engineer…………………………………………………………..June, 2013—October, 2013**

* Ongoing refresh of HP leased machines at the end of cycle –replaced.
* Data backup from Windows XP to Windows 7
* Printers, plotters, network, setup AutoCAD and various department applications
* All Disney Parks serviced

**HMA (Wuesthoff Hospital),-** Rockledge, FL ***(Contractual Position)***

**IT Support……………………………………………………………………February 2013—June 2013**

* Inventory of IT components, Installed, configured Card/Check Readers, Installed and configured Nuances Dragon software and satellite offices , Brevard , Co

**Prime Therapeutics-** Orlando, FL

**Senior Field Operations Analyst…………………………………......November 2011-September 2012**

* Sole IT Resource; On boarded incoming new health care and pharmacy personnel
* Imaged and built and setup laptops, printers, workstations, print queues
* Cat 5 network cabling, punch into data/voice patch panels, router, jacks, etc.
* AD account resets; SCCM adding members to software OU; set up video conference equipment;
* Racked incoming McKesson and Blue Cross servers; configured 14 Dell Windows Server 2008
* VOIP Cisco phones set up for all pc and incoming personnel
* Did ALL that was required get office/training center up and running;
* Managed cleaning crews, supply and maintenance crews/vendors, shipping and receiving

**TekSystems/McKesson, -**Denver. CO ***(Contractual Position)*** **System Analyst………..……………………………………………………. January 2011—August 2011**

* Installed and maintained and upgraded windows
* Replaced PC systems added McKesson software for the radiology department at dozens of hospitals nationwide; replaced monitors with high-end radiology monitors and calibrated; replaced with new leased machines, monitors and peripherals where necessary using appropriate regional images.
* Install and configuration of PACS

**TekSystems/Catholic Health Initiatives, -**Englewood CO ***(Contractual Position)***

**Security Analyst………………………………………………………………October 2010-December 2011**

* Scanned Exchange 2007 mailboxes for certain criteria using ONTRACK Power tools  
  WSUS, SCOM and SUS  
  Archive disabled user email accounts  
  QA for Exchange Server 2010 and Windows Server 2008 production images

**TekSystems/NREL, U.S. Department of Energy’s National Renewable Energy Laboratory,** Golden, CO ***(Contractual Position)***

**Migration support………………………………………………………...August 2010—October 2010**

* Upgrade and replaced PC’s and Apple machines and peripherals

**TekSystems/CDHS, Colorado Department of Health Services, -**Colorado Springs,CO ***(Contractual Position)***

**Systems Engineer……………………………………………………………February 2010—April 2010**

* Itinerant position including entire state of Colorado; wipe hard drives to DOD standards, update servers; 2003 servers were up- dated with accepted patches; transferred important user data to network, replaced with new leased machines, monitors and peripherals where necessary using appropriate regional images; computers were tested and troubleshot for any problems; re- moved leased machines and monitors, returning them to Hewlett Packard

**Leaderquest,** Colorado Springs, CO

**Student**………………………………………………………………**October 2009—February 2010**

* Managing and maintaining Windows Server 2003 environment training for MCSE, MCSA, and MCP certification. DNS, Replication, Group Policy for Corporate Policy on Domain Infrastructure, designing Server 2003 Enterprise Environments, group policy for wireless connections with setting appropriate permissions

**New York City Health and Hospitals Corporation(NYCHHC), New York City NY**

**Active Directory Desktop Administrator—………………………………….January 2008—June 2008**

* Active Directory migration for New York City Health and Hospitals Corporation,
* Moved all users and computers from the old domain to a new centralized domain including group policies; 2000 users, seamless migration of all computers and users to new centralized domain;
* Visual Basic scripting to automate processes; script consisted of logging users off their PC while releasing and renewing IP’s, scripts to find which services the computers used, the operating systems and if the users were logged on or not; computers were mix of: NT, XP and Vista and servers were Windows 2000 and 2003, Linux

**Computer Merchant, Danbury Hospital, Danbury CT *(Contractual Position)***

**Support Engineer ………………………………………………………August 2007—December 2008**

* Project rollout and Desktop Support for Danbury Hospital expansion; installed computers, printers, pertinent medical software, armband printers, etc.

**Perot Systems Corporation\UBS, -**Stamford CT

**Support Engineer..………………………………………………………January 2004-December 2008**

* Installed VOIP video cards, cameras and punched connections in network closet; desktop support for United Bank of Switzerland (UBS), the world’s largest trading floor; keep traders up and running at all times; installing all software; rebuild software image on machine; swap out, if required; fix all trader software problems without exception either remotely or directly in an efficient and expedient manner; proficient with all Blackberries i.e., AT&T, Cingular, Verizon; Software: Linux, XP, Server 2003, MS Office, Bloomberg, Reuters Plus, Thomas Financials ILX, NASDAQ, etc.

**Morgan Stanley/Siemens Business Services, -** New York NY

**Support Engineer, Team Leader………………………………………………….August 2003—July 2004**

* Windows XP rollout and desktop support for Morgan Stanley, this includes support of the trading floor, law firm, and all business units covering the New York City and New Jersey area; project included team leader/supervisor for the Morgan Stanley support center overseeing 50 technicians
* Installed and monitored IBM blades for their emergency backup facility; Network: Ethernet, Tivoli, Active Directory, etc.; Software: Reuters, Bloomberg, Reuters Plus, Thomas Financials ILX, NASDAQ, etc.

**Computer Merchants,** Stamford CT ***(Contractual Position)***

**Systems and Network Analyst……………………………………………...January 2003—August 2003**

* Windows XP deployment for AXA Insurance and various projects in the tri-state area

**First Consulting Group,** Stamford CT ***(Contractual Position)***

**Systems and Network Analyst …………………………………………….February 2003—July 2003**

* Windows 2000 deployment for Stamford Hospital using the Altiris packaging system, including on-site desktop support.

**Summit Technologies\Starbucks,** West Hartford CT ***(Contractual Position)***

**Wi-Fi Install……………………………………………………………….March 2002—December 2002**

* Install of wireless (802.11b) Cisco router networks, routers and bridges for ALL Connecticut Starbucks

**Compaq/Pitney Bowes, -**Stamford CT ***(Contractual Position)***

**Team Lead/Project Leader ………………………………………………….June 2001—March 2002**

* Technical Lead for nationwide rollout/migration. This included pre-rollout development of backup scripts, bootable disks, and computer staging and shipping; migration of Pitney Bowes, Inc. national sites to Windows 2000.
* Upgrade/replace hardware as required.
* Ghost Image laptops/PCs, data backup, install applications, installing/configuring Windows 2000 servers, Windows 2000 security configuration and maintain inventory tracking and documentation of assigned national sites.
* Utilized Access and Excel to report and receive communication for each site; demonstrated ability to be a solid technical resource to all customer-facing personnel; train/manage up to 10 temporary technicians at each site; interface with all levels of assigned customers, Pitney Bowes and Compaq management.
* Traveled extensively, up to three months at a time; made all travel arrangements and shipping arrangements, as required; Network: Novell Netware, NT Advanced Servers, 2000 Advanced Servers

**Gartner,** Stamford CT

**Senior Sales Support Engineer………………………………………………..September 1999—May 2001**

* Participated in all stages of software/hardware support for global sas force of 4,000; traveled to global symposiums, migrating the entire worldwide sales forces IBM ThinkPad laptops to Windows 2000, as many as 200 a day; while at the Corporate office, duties included senior technical support leading a crew of 4, providing 24/7 technical support for all software and hardware issues, including telecommunications; trained sales force with proprietary financial forecasting software based on SQL database, submitting forecasts, monitoring SQL database, etc.; advanced tier support for escalated issues.
* Network: Set up client VPNs, Novell Netware, NT Advanced Servers, 2000 Advanced Servers, MS Ex- change Server, Ethernet, VPN, DUN, etc. Software: Ghost Imaging, Outlook 2000, MS Access, MS Project 2000, MS Office 2000, Reach Out, Norton, McAfee, SAP, Lotus Notes. Recognized for quick response and sensitivity to clients concerns; received MVP Award for outstanding project work.