BRIAN KING
Systems Engineer / Administrator

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CAREER SUMMARY

Accomplished, results oriented Systems Engineer / Administrator with 11-years proven success delivering high quality technical solutions that increased operational efficiency for UPS and Broad & Cassel, one of Florida's leading law firms. Possess strong business acumen, an understanding of the big picture, and an engineer's eye for detail. Strategic and tactical hands-on technical manager praised for proactive leadership at Broad & Cassel. Expert troubleshooter with advanced analytical skills, adept at understanding and fully resolving the most complex technical issues to achieve client expectations. Driven to achieve excellence and thrive in fast-paced, high-pressure environments. Built and earned reputation as a diligent, reliable producer. Outstanding communicator with sophisticated interpersonal skills; easily and effectively bridge the gap between business and technology teams. Proficient in:

◆ Strategic Planning	◆ System Lifecycles	◆ Technical Support
◆ Workstation & Server Design	◆ Project Management	◆ Software Distribution
◆ Corporate Desktop Imaging	◆ Applications Integration	◆ Disaster Recovery Planning

PROFESSIONAL EXPERIENCE

BROAD & CASSEL, Orlando, Florida   2007 – 2011
Among Florida's largest and most prestigious law firms with 8 offices and 180 attorneys serving 20 industries
SYSTEMS ENGINEER / SR. NETWORK SPECIALIST

- Implement, administer, support, and maintain all networked computer systems and services spanning 8 offices and a co-location datacenter and comprising 100 servers, 500 workstations, 200+ business-grade applications, and 400 end-users.
- Research and select new hardware, negotiate pricing among vendors, arrange delivery, and develop deployment strategy.
- Serve as project and administrative lead for all imaging and deployment activities; develop, optimize, and produce all system images for corporate workforce.
- Standardize, package, and distribute required applications and software upgrades.
- Manage operating system and antivirus updates enterprise-wide via WSUS and Trend Micro consoles; monitor installation progress to ensure compliance.
- Provide company-wide second and third-level technical support to all end-users including remote access users via Citrix.

Accomplishments

√ Cut workstation turnaround time by 60+% and doubled efficiency of numerous related processes by leading development and integration of Microsoft's imaging and deployment solutions (MDT/WDS).
√ Reduced helpdesk call volume and incident frequency to an all-time low by creating and deploying the firm's most standardized, comprehensive, and stable workstation images in its history.
√ Appointed Technical Lead and Project Co-Coordinator for overhaul of production-focused technologies including enterprise-wide workstation and printer refreshes (375 PCs, 54 laptops, 72 printers); project was cited as the most seamless and accepted enterprise-wide technology change in company history.
√ Rescued company from onslaught of virus outbreaks that were costing thousands of dollars in billable time by revamping antivirus systems to provide increased protection against threats and vectors, resulting in reduced exposure and infection; praised for leadership and taking proactive action.
√ Customized and automated dozens of major software installations including Windows 7/XP/Server 2008, Internet Explorer, Microsoft Office, Adobe products, and many business-grade applications.
√ Lead Active Directory administration that improved security and performance; implemented a more succinct organizational unit structure and reworked all group policy objects.

PROFESSIONAL EXPERIENCE (CONTINUED)

UNITED PARCEL SERVICE (UPS), Pittsburgh, Pennsylvania   1999 – 2006
World's largest package delivery company and a leading global provider of logistics services.

LEAD TECHNICIAN (TSG) (2005 – 2006)

- Designed, built and decommissioned servers as needed; updated inventory databases and network diagrams.
- Initiated and implemented project plans for improving operations and achieving service levels.
- Managed operations during off-peak hours and weekends, serving as department's primary point-of-contact; ensured seamless transitions through fluctuating call volumes and staffing levels.
- Monitored daily operations; identified and seized opportunities to enhance customer service.
- Evaluated personnel performance regularly to ensure quality, consistency, positive work ethic, and adherence to policies and procedures of company and department.
- Trained, managed and mentored new team members; drove professionalism and commitment to service.

REGIONAL TECHNICIAN (TSC) (1999 – 2005)

- Provided phone-based technical assistance to thousands of internal clients in support of a wide spectrum of enterprise-level technologies including hundreds of critical enterprise servers, 250+ commercial and proprietary applications, and thousands of desktops, laptops, printers, scanners, PDAs, and other devices.
- Monitored remote networks for availability and latency; responded to outages, coordinated on-site dispatch, and tracked incident detail in the incident management system.
- Provisioned and maintained user accounts in Active Directory, configured Exchange mailboxes and Outlook profiles, configured VPN remote access, and administered password tokens.

TECHNICAL SKILLS

Operating Systems:	Microsoft Windows 7/Vista/XP/2000/NT; Microsoft Windows Server 2008/2003/NT
Core Platforms:	Active Directory; Microsoft Exchange; Microsoft SQL Server; Microsoft IIS; WSUS; Trend Micro OfficeScan; Postini; Apache; WAMP; XAMPP; MySQL; MediaWiki; Tiki Wiki CMS Groupware; WDS (Server 2008)
Hardware:	Dell PowerEdge and HP Compaq Proliant Series Servers; Cisco Catalyst 2000/3000 Series Switches; Dell OptiPlex Series Desktops; Dell Latitude Series Laptops; SAN (Left-Hand); Cisco Wireless; LinkSys LAN / Wireless
Protocols:	TCP/IP; DHCP; DNS; SMTP; POP3; FTP; VPN; WiFi; 802.1x
Development Tools:	MDT; WAIK; WinPE; ImageX; WinINSTALL LE; Orca; Wise Package Studio; QuicKeys
Programming:	VB Script; Powershell
Applications:	Microsoft Office Suites; Microsoft Internet Explorer; Mozilla Firefox; Citrix Metaframe; Adobe Creative Suites; Crystal Reports

EDUCATION / CERTIFICATION

UNIVERSITY OF CENTRAL FLORIDA, Orlando, Florida
BACHELOR OF SCIENCE, COMPUTER SCIENCE, EXPECTED 2013

CERTIFICATIONS:
→ CompTIA A+ Certified (A+)
→ CompTIA Network+ Certified (Network+) (Expected October 2011)
→ CompTIA Security+ Certified (Security+) (Expected October 2011)
→ PC/LAN Networking Certified

Additional Training: Planning, Implementing and Maintaining an Active Directory Infrastructure; Implementing, Managing and Maintaining a Server 2003 Infrastructure; Network Services; Crystal Reports