**William Taulbee**

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**Citizenship: US Citizen**

***Keywords: Microsoft, Active Directory, Security, RBAC, Delegated Access, Exchange, DNS, PowerShell, Group Policy, GPO, Systems, Manager, Engineer, Analyst, Administrator, Remote, Telecommute***

**Standards, Procedures & Methodologies:**

* Center of Internet Security Benchmarks and Controls (CIS)
* Defense Federal Acquisition Regulations Supplement (DFARS)
* Security Technical Implementation Guides (STIG)
* Information Technology Infrastructure Library (ITIL)
* SOX IT General Controls Compliance (SOX)
* Payment Card Industry Security Compliance (PCI)
* Health Insurance Portability and Accountability Act (HIPAA)
* Microsoft Operations Framework (MOF)

**Thycotic Software - Washington, DC (Contract, Telecommute)**

Escalation Engineer Tier 3 (Team Leader) – Active Directory / SQL / IIS / PowerShell / Azure / AWS

June 2018 – Present

* Managed a team of 10 technical support engineers based in the US and Philippines, supporting many fortune 500 customers and large universities.
* Resolved complex customer issues escalated from Tier 1 and Tier 2 support engineers
* Worked closely with support team to meet SLA and customer requirements
* Collaborated with software developers to isolate software bugs and develop patches or fixes
* Created KBs and technical documents for company and customer reference
* Utilized SalesForce software for incident management

Servers: Windows Server 2008 R2- 2016, Thycotic Secret Server (on prem & cloud), Thycotic Privilege Manager Server, Thycotic Password Reset Server

**IBM - Birmingham, AL (Contract, Telecommute)**

Sr. Windows Systems Engineer - Active Directory / PowerShell / DNS / DHCP

March 2018 – June 2018

* US Windows Support Team providing 24/7/365 support for IBM customers: Honda, Aflac, SunTrust Bank & ViewPointe.
* Managed multiple forest, parent / child domain Active Directory, DNS and DHCP configurations.
* Deployed new and updated existing Active Directory GPO configurations.
* Provided change management and incident support using IBM Maximo Enterprise Asset Management software.
* Provisioned new servers via VMware.
* Deployed Microsoft Security patches and updates using IBM BigFix Patch Management software

Servers: Windows Server 2008 R2- 2016

**Cobham Advanced Electronic Solutions (DoD Supplier) - Lansdale, PA (Contract, Telecommute)**

Sr. Systems Engineer - Active Directory / PowerShell / Exchange / DNS / DHCP

October 2015 – January 2018

* Enterprise Infrastructure team responsible for the 24/7/365 functionality, replication and security for 5 Microsoft Active Directory (AD) forests. Domain Functional Level is Windows Server 2008 R2 in a Hub / Spoke configuration.
* Managed Active Directory Domain, DNS and DHCP Servers and configurations
* Administered PKI with Active Directory Certificate Services
* Utilized global level and site level Group Policy Objects (GPOs) to manage AD Organizational Units (OUs), objects, groups, users and computers.
* Created PowerShell scripts to perform alerting, reporting, monitoring and routine maintenance for domain resources.
* Created and removed external and forest AD trusts
* Provided support for Exchange 2010 Email Infrastructure. 4 Mailbox Servers, 8 CAS Servers, 4 Hub Transport Servers, 21 Mailbox Databases, 6500 Mailboxes & 800 Distribution Groups
* Performed Root Cause Analysis (RCA) for infrastructure, network and server issues
* Adhered to and enforced strict DoD Security guidelines and best practices.
* Documented procedures, issues and resolutions in SharePoint
* Utilized LANDesk for incident reporting and tracking, software deployment and remote client workstation access.

Servers: Windows 2008 R2- 2012 R2 Server, Exchange Server 2010, Exchange Server 2016, Lync 2013, Skype 2015, AirWatch (VMware)

**Anthelio Healthcare Solutions – Dallas, TX (Contract, Telecommute)**

Sr. Systems Engineer - Active Directory / Exchange / VMware / Citrix / Novell

January 2014 – October 2015

* Infrastructure team responsible for existing Microsoft Active Directory / Novell environment and new deployments.
* Administered McLaren Hospital group (Michigan) critical inpatient and ER application infrastructure adhering to SLA timelines and deadlines.
* Migrated new domain acquisitions into the existing enterprise Microsoft Active Directory domain.
* Supported Citrix XenApp 6.5 infrastructure and farms
* Managed VMware ESX storage, data stores, clusters and virtual machines
* Utilized VMware to deploy and migrate virtual servers as needed.
* Provided EMC SAN administration and support.
* Utilized PatchLink software to manage software updates and patching.
* Provided hardware monitoring and reporting with ARCserve Nimbus robot agents.
* Performed Root Cause Analysis (RCA) for infrastructure, network and server issues
* Documented issues and resolutions in SharePoint and POB.
* Utilized Point of Business (POB) CMDB software suite for task, incident reporting, project management, time tracking, billable hours and configuration items (assets).

Servers: Windows 2000 - 2012 R2 Server, Exchange Server 2003 - 2010, IIS 5.0 – 8.5, SQL Server 2000 - 2012

**Reed Elsevier / Lexis Nexis - Miamisburg, OH (Contract, Telecommute)**

Sr. Systems Engineer - Active Directory / Exchange / VMware / Citrix

May 2011 – January 2014 (Contract)

* Windows Enterprise Services (WES)
* Administered Multi Domain (x5) / Global Active Directory Infrastructure.
* Administered Exchange 2010 Enterprise Environment (100+ Exchange Servers)
* Supported 30,000+ Microsoft Active Directory and Exchange users.
* Administered VMware Infrastructure (130+ ESX Hosts, 3,000+ Virtual Servers)
* Utilized VMware to deploy new virtual servers as needed
* Administered Citrix XenApp 4.5-6.0 Infrastructure (20+ Farms, 100+ App Silos, 500+ Servers)
* Administered SharePoint Server user access and permissions.
* Provided EMC SAN administration and support.
* Supported Microsoft clustered servers: SQL, 2003 and 2008
* Published Microsoft IIS web sites using Marimba and RepliWeb (Dev->Cert->Prod)
* Performed Root Cause Analysis (RCA) for infrastructure, network and server issues
* Documented issues and resolutions in SharePoint and ServiceNow CMDB reference

Servers: Windows 2000 - 2012 R2 Server, Exchange Server 2003 - 2010, IIS 5.0 – 8.5, SQL Server 2000 - 2012

**Fifth Third Bank / SkipJack Financial Services - Cincinnati, OH (Contract, Onsite)**

Sr. Systems Engineer - Active Directory / Exchange / VMware

February 2010 – May 2011 (Contract)

* Network Security Remediation Specialist
* Managed Multi Site / Multi Domain (x4) Active Directory Infrastructure. (Business, Credit Card Processing / Transaction, Development and Corporate)
* PCI Compliance Security remediation (Nessus Scan) - Active Directory, Exchange, Group Policy, Network Infrastructure Security, Antivirus and RSA Authentication.
* Implemented WSUS and GFI LANGuard VMs to deploy security updates.
* Supported VMware ESX environment
* Replaced Symantec Enterprise Protection (SEP) with McAfee ePolicy Orchestrator antivirus software.
* Provided Sr. Level Mentoring to existing IT staff referencing Microsoft Enterprise Best Practices.

Servers: Windows 2003 R2 - 2008 Server, Exchange 2007, Microsoft ISA Server 2006, VMware ESX Server, VMware Server, Black Berry Enterprise Server (BES)

**Alternate Solutions Homecare - Dayton, OH (Contract, Onsite)**

Sr. Network Engineer - Active Directory / Exchange

May 2008 – March 2009 (Contract)

* Managed Multi Site WAN (AD, DHCP, DNS, TCP/IP, VPN)
* Utilized Microsoft ISA 2006 Servers / Firewalls for secure point to point, VPN and Internet connectivity.
* Implemented HIPAA network security best practices to insure confidential patient information remained safe and secure.
* Supported Microsoft Exchange Server 2003, Outlook, Outlook Web Access (OWA) / Web Mail and Exchange Push Mail for mobile devices.
* Implemented Microsoft WSUS to provide Windows updates for 2003 Server, 2008 Server, 2000, XP and Vista clients.
* Created and managed Active Directory (AD) Organizational Units (OU), Group Policy Objects (GPO) users and groups.
* Designed and deployed a formal Help Desk ticketing system to insure SLA while providing accountability and reporting.
* Provided Sr. Level Mentoring to existing IT staff referencing Microsoft Enterprise Best Practices.
* Introduced Operating System (OS) deployment / imaging software (Acronis)
* Reduced printing costs by implementing printing policies (color / black & white)
* Utilized Microsoft System Center Data Protection Manager (DPM) 2007 solution (disk –disk – tape) to provide fault tolerance with snap shot / incremental / full backups.

Servers: Windows 2003 R2 - 2008 Server, Exchange 2003 – 2007, Microsoft ISA Server 2006, Microsoft System Center Data Protection Manager 2007, Symantec Endpoint Protection 2008, VMware Server & Workstation, WSUS, Acronis, Black Berry Enterprise Server (BES)

**L-3 Communications - Mason, OH (Contract, Onsite)**

Advanced Infrastructure Engineer - Active Directory / Exchange

April 2007 – May 2008 (Contract)

* Designed a Windows 2003 R2 Microsoft Active Directory (AD) / Exchange Server 2003 infrastructure to replace existing Windows 2000 AD / Exchange 2000 infrastructure (2 locations, 2,000+ combined nodes)
* Replaced existing Windows 2000 domain controllers (software and hardware) with new Windows 2003 R2 domain controllers (software and hardware)
* Replaced existing Exchange 2000 server (software and hardware) with a new Exchange 2003 server (hardware and software)
* Organized existing AD objects to assist with day to day administration (Organizational Units (OU), groups, departments, users, servers, PCs, laptops, printers etc.)
* Implemented group policies to manage domain / PC / user security.
* Maintained classified / non-classified (DoD, NASA) network infrastructure security.
* Provided Sr. Level Mentoring to existing IT staff referencing Microsoft Enterprise Best Practices.

Servers: Windows 2000 - 2003 R2, Exchange 2000 – 2003, VMware Server & Workstation, WSUS and Microsoft Cluster Server.

**Xerox Global Services – Blue Ash, OH (Contract, Telecommute)**

Sr. Systems Engineer - Active Directory / Exchange / SMS

April 2006 – April 2007 (Contract)

* Provided WAN infrastructure support for 20,000+ users with an emphasis on secure connectivity and reliable communication (VPN, SSL, Encryption)
* Utilized Microsoft IAS Server 2000 to perform centralized connection authentication, authorization, and accounting for dial-up and virtual private network (VPN) connections.
* Utilized Microsoft ISA 2004 Servers to control Internet access while providing secure connectivity to internal IIS Server applications.
* Supported Microsoft Exchange Server 2000, Outlook and OWA (Outlook Web Access) email connectivity.
* Created and managed Microsoft Active Directory (AD) Organizational Units (OU), objects, policies, users and groups.
* Managed DNS (fault tolerant / round-robin), WINS, DHCP, HTTP / S, FTP, SSL, VPN, and advanced TCP/IP settings / connectivity (multi-homed domains).
* Provided Sr. Level Mentoring to existing IT staff referencing Microsoft Enterprise Best Practices.

Servers: Windows 2000 – 2003 R2, ISA 2000 - 2004, Exchange 2000 – 2003, SMS 2003, SQL 2000-2005, Citrix Metaframe Presentation Server, Microsoft Virtual Server & PC, VMware Server & Workstation, MOM 2005, WSUS and IIS 5.0 - 6.0.

**Daimler Chrysler / Behr America - Dayton, OH (FTE, Onsite)**

Network Manager - Active Directory / Exchange / Lotus Notes

January 2003 – April 2006 (Full Time)

* Local Information Security Officer (LISO)
* Managed LAN/WAN operations, functionality and connectivity for 3 locations: Behr Dayton Thermal Products of Dayton OH, Behr Service of Kettering OH and Behr / Mercedes MBUSI Warehouse of Vance AL (2000+ nodes)
* Utilized Microsoft Active Directory (AD) to manage objects, policies, users and groups.
* Updated AS400 to SAP R/3 client / server enterprise application software.
* Upgraded legacy Norand 900 MHz wireless scanning system to Cisco Systems 802.11G 54 Mb scanning environment (managed by Cisco Works Wireless LAN Solution Engine WLSE)
* Deployed operating systems, software installations and updates remotely with NetInstall system management software.
* Provided fault tolerance utilizing Veritas Backup Exec for Netware 5.1, and Windows 2000.
* Utilized Dell Openmanage and HP Openview for remote configuration and monitoring.
* Maintained network access/security through utilization of ACL and VLAN configurations on all Cisco Routers and Switches.
* Supported Linux environment, Red Hat Intrusion Detection System (IDS), file and print servers.
* Provided Sr. Level Mentoring to IT staff referencing Microsoft Enterprise Best Practices.

Servers: Windows NT 4.0, 2000, 2003, SQL 2000 – 2005, Microsoft Cluster Server, SMS 2.0, WSUS, Lotus Notes, GeniFax, Ceridian HR, Engage, Hunkar and Paulson.

**Modern Technologies Corporation Intl. - Dayton, OH (Contract, Onsite)**

Network Administrator - Active Directory / Exchange

April 2001 – December 2002 (Contract)

* Managed Active Directory objects, policies, users and groups.
* Configured and secured Cisco Systems switches and routers.
* Maintained network security via Symantec Corporate Antivirus software.
* Configured TCP/IP, DHCP, DNS, WINS, VPN, RRAS connections and settings.
* Implemented / tested backup and recovery procedures using ARCServeIT for tape library.
* Documented network hardware, software, and IP addresses with Microsoft Visio software.

Servers: Windows NT 4.0 - 2000, Exchange 5.5 - 2000, Proxy 2.0, IIS 4.0-5.0 and Small Business Server 4.5 - 2000.

**Flowserve Corporation - Dayton, OH (FTE, Onsite)**

Sr. PC/LAN Technician – NT 4.0 / Novell

September 1996 – April 2001

Servers: Windows NT 4.0 - 2000, SQL 7.0, SNA 4.0 and Exchange 5.5.

**Microsoft Servers:**

Windows Server 2016 - NT Server 4.0, Exchange Server 2016 – 5.5, Lync 2013, Skype 2015, Microsoft Identity Lifecycle Manager (ILM), SQL Server 7.0 – 2012, SQL Server Reporting Services (SSRS) 2000 – 2008, Internet Information Server (IIS) 4.0 – 8.5, Systems Center Operations Management (SCOM), Microsoft Operation Manager (MOM) 2005, Windows Software Update Service (WSUS), Data Protection Manager (DPM), SharePoint, Cluster Server, Virtual Server, Proxy 2.0, IAS 2000, ISA Server 2000 - 2006, SMS Server 2.0 - 2003

**Microsoft Workstation Operating Systems:**

10, 8, 7, Vista, XP, 2000, ME, 98, 95, NT 4.0, 3.11

**Microsoft Tools & Commands:**

SCCM, SCOM, SCVMM, SCDPM, WSUS, ADUC, ADSI Edit, NETDOM, DCDIAG, NETDIAG, LDP, DSACLS, DNSCMD, REPLMON, REPADMIN, PING, TRACERT, Sysinternals Suite

**3rd Party Software:**

AirWatch, VMware, LANDesk, Point of Business (POB), SalesForce, Service Now, LANDesk, IBM Maximo, IBM BigFix, Slack, Atlassian, Marimba Web Deploy, RepliWeb, CyberArk Privileged Identity Management (PIM), Symantec Volume Manager, Aperture Vista Capacity Management, Project and Portfolio Management Center (PPMC), Altiris, Acronis, SAP.