

Jessica Claire

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Summary

Accomplished IT engineer with over 20 years of experience specializing in virtualization and Windows server infrastructures. Ability to work with vendors and stakeholders to deliver efficient and cost-effective solutions. Effectively plan, architect, install, configure, and optimize the IT infrastructure to consistently achieve high availability and performance. Proven ability to innovate and deliver solutions tied to organizational development and systems optimization. Skilled problem solver that is comfortable managing projects and working with teams.

Skills

- VMware
- Windows Server
- Storage\SAN Solutions
- PowerShell Scripting
- Server Hardware Solutions
- Backup Solutions
- Disaster Recovery
- Active Directory
- Group Policy
- Life-Cycle planning
- IP Management
- Troubleshooting and analysis
- Change control documentation
- Infrastructure development and support
- Server/network configuration
- Vendor/partner relationships

Experience

Sr. Systems Engineer, 07/2015 to Current

Leidos Holdings Inc. â€“ Holloman Air Force Base, NM,

- Main responsibilities include providing design, planning, configuration, and administration of UWG's VMware virtual infrastructure and enterprise storage/SAN.
- Provide hardware and software support, administration, and configuration for Windows Servers, Active Directory (AD), Group Policy, and Windows DNS.
- Conduct research and develop strategies for IT-related projects.
- Plan and design highly available solutions.
- Assess competitor offerings and use information gathered to develop more encompassing hardware and software solutions.
- Liaised with Dell Engineers to determine cost-effective software and hardware solutions on many projects.
- Analyzed a stakeholder plan to create new virtual servers to replace existing physical servers for a critical application on campus. Proposed an alternate solution that was accepted and saved the stakeholder thousands of dollars in new server costs.
- Worked with Dell Engineers to design and plan the most efficient and cost-effective solution for a rip and replace of our SAN and Blade servers at our DR site. Increased our capacity to run VM's at our DR site by 100% while saving 20% in total costs.
- Researched, designed, and implemented a new 100TB All-Flash Dell Compellent SAN array to replace our current aging SAN.
- Configured and implemented a new Dell MX7000 blade chassis, blade servers, and switches into our virtual environment with no downtime that has greatly increased the speed and stability of our virtual infrastructure.
- Upgraded and enhanced our entire virtual infrastructure from VMware vSphere 5.5 to 6.5 with zero downtime.
- Took over the responsibility of the Veeam backup system after our backup administrator left the position. Revamped our backup process and migrated our Veeam backup server to a new server. Changed backup times to better fit our needs and demands.
- Analyzed requirements and implemented a system to deliver a comprehensive development life cycle solution for the virtual infrastructure.
- Overhauled and revamped UWG's VMware Infrastructure from manual configuration of vSwitches to implementing a vSphere Distributed vSwitch, resulting in a greatly simplified and more consistent VMware networking infrastructure.

Intermediate Systems Engineer, 07/2008 to 06/2015

Accenture â€“ Topeka, KS,

- Created and implemented a resource chargeback system that allows our department to charge customers for virtual server hardware resources and storage space on our SAN. Automated the quote process and generated over \$63,000 in chargebacks the first year.
- Assessed competitor offerings and was a key influencer in procuring a Dell Compellent SAN for UWG's enterprise storage needs.
- Designed and delivered a mission-critical VMware virtual infrastructure to maintain consistent availability and performance.
- Responsible for converting the Datacenter from 0% to over 90% virtualized in 3 years. During this process, we decommissioned over 100 physical servers.
- Wrote, presented, and received funding for a VMware Horizon view, VDI, virtual lab project for UWG. This virtual lab environment allowed professors to offer computer lab environments in which students could access software needed for classwork on/off-campus.
- Developed and tested university-wide servers for printing, file storage and applications.
- Procured server hardware, developed and created a Windows DFS architecture to simplify data management and automate file server access for all employees on campus, saving time and money.
- Worked on a project team that consolidated and unified over eight different domains, file, print, and application services into one unified

domain structure. Played a major role on this team helping create the first consolidated AD Domain Controllers and many of the scripts used to copy user's files to new DFS servers.

System Administrator/Technical Support Specialist, 08/2001 to 06/2008

UNIVERSITY OF WEST GEORGIA " COLLEGE OF EDUCATION " City, STATE,

- Saved the college money by implementing a rotation plan for desktops, laptops, servers, and printers by purchasing these items in bulk based on standard configurations and builds.
- Delivered exceptional customer service through direct communication with clients and team members.
- Planned, engineered, procured equipment, and implemented a shared storage file server solution, that included a Windows 2003 Server Cluster, for faculty and staff.
- Simplified management of services by successfully procuring and upgrading a Windows 2000 domain to a Windows 2003 domain while collapsing two domains into one.
- Served on many university-wide technology committees helping implement solutions for the campus.
- Overhauled and automated the PC imaging process to achieve faster imaging of labs and client PCs.

Computer Network Technician, 06/1998 to 08/2001

SILVEY INFORMATION SYSTEMS " City, STATE,

- Analyzed computer and network issues, developing fixes and troubleshooting problems to maintain organizational effectiveness.
- Installed and managed connected hardware and application components to assure nonstop environment operations.
- Diagnosed and resolved hardware, software and network problems and replaced defective components for a large number of customers.
- Actively contributed to the expansion of the business by advising and consulting with clients regularly.
- Responsible for handling multiple Y2K Projects for several small businesses.

Education

BBA: Business Information Systems, Expected in 05/1998 to UNIVERSITY OF WEST GEORGIA - Carrollton, GA,

GPA:

- Program accredited by the American Assembly of Collegiate Schools of Business (AACSB)
- Kappa Sigma Fraternity
- Campus Outreach Member

Certifications

- VMware Certified Professional-Data Center Virtualization 2020 (VCP-DCV 6.7) Certification
- Microsoft Certified Solutions Associate (MCSA): Windows Server 2008 R2 Certification
- A+ Certification

Activities/Honors

UWG Emerging Leaders Program (2018): I was 1 of 16 people chosen, from over 150+ applications across the university, to participate in the first cohort of a yearlong leadership training program.