

YOUR NAME

EMAIL: YOUR EMAIL@GMAIL.COM

MOBILE: (000) 111-2222

LinkedIn: <https://www.linkedin.com>

PROFESSIONAL SUMMARY

Professional Information Services Manager and Systems Engineer offering 20+ years' experience. Expertise in team dynamics, vendor negotiation, budgeting, and system and data architecture. Dynamic, forward-thinker with efficient knowledge to implement industry best practices in enterprise software design. Goal oriented with proven ability to manage technical support relationships between OEMs and Microsoft premier support. Effectively develop, adapt, and streamline processes to promote efficient delivery of services. Superior skills in resource and issues management while building positive business relationships across organizations, and in identification and development of business opportunities.

CORE QUALIFICATIONS

IMPLEMENTATION / INTERNET ■ INTRANET ■ WEB TECHNOLOGY ■ POLICY / PROCEDURE DEVELOPMENT
PROCESS IMPROVEMENT ■ PRODUCT DEVELOPMENT ■ QUALITY CONTROL ■ SYSTEMS ENGINEERING
SYSTEM INTEGRATION ■ TEAM FACILITATION ■ INFRASTRUCTURE MANAGEMENT ■ STRATEGIC PLANNING

CAREER ACHIEVEMENTS

- Managed 17 staff members at any given time.
- Architected enterprise initiatives directly impacting company efficiency ratios and saved millions in operational support costs.
- Received commendation letter for efforts leading to design and implementation of enterprise business partner network and external-facing web hosting environments.
- Owned high availability technologies running all Microsoft infrastructure-related applications and acted as SME.
- Led numerous troubleshooting efforts with internal and external vendor technical resources.
- Provided 4th level support to local LAN administrators for all server software and hardware related issues.

RELEVANT EXPERIENCE

MEDASSETS (NTHRIVE) - PLANO, TX

September 2016 to Present

Senior Systems Engineer

- Maintain all servers, hardware, and software on a wide variety of Dell and Microsoft systems. Including Windows Server 2003 / 2008 / 2012, Sharepoint, SQL, and IIS.
- Assist in the maintenance of multiple VMware clusters. Configuring VM servers including assigning devices, resources, and converting physical to virtual machines.
- Administration of Windows 2003 / 2008 / 2012 Server, Domains, Active Directory, DNS, and DHCP. Adds, deletes, and modifies users, groups, and contacts on a frequent basis.

SOUTHWEST AIRLINES - Dallas, TX

September 2006 - August 2016

Senior Systems Engineer

- Ensured operability and availability of 1,500+ Microsoft Windows Servers both locally and across the nation in 96 remote locations.
- Implemented the virtualization of 1,300 Windows servers within 2 Regional Data Centers for application fault tolerance and disaster recovery.

- Installed and configured HP and Dell hardware in coordination with connections to NetApp SAN devices in concordance with installation, configuration, and maintenance of multiple Windows Server operating systems, backup, recovery, PCI and SOX compliance, and monthly patching.
- Worked with vendors, customers, managers, and engineers on a daily basis to aid in strategic project planning and implementation across organization of 5,000+ people.
- Recognized for expertise in nearly all Windows technologies, including 64-bit OS and applications, clustering, virtualization, SQL, SCCM, and Internet Information Services (IIS).

WASHINGTON MUTUAL BANK - Seattle, WA
March 2001 - September 2006

Senior Systems Architect

- Managed and implemented enterprise projects dealing with multi datacenter disaster recovery and SAN topologies.
- Familiar with Information Technology Infrastructure Library (ITIL) concepts and practices.
- Led team of engineers in SAN re-allocations and storage forecasting initiatives.
- Directed enterprise project implementations in 13 regional and 3 enterprise data centers across US for enterprise infrastructure of more than 6,000 Intel servers and 1,100 UNIX-based servers with a user base of more than 60,000 people.
- Used strong organizational and leadership skills to motivate and direct engineering teams.
- Develop technology standards and roadmaps related to TCO and ROI.
- Integrated systems using Microsoft Windows 2000 and 2003 operating systems, Nortel VPN equipment, network switches and routers, firewalls, load balancers, VM Ware, DNS, TCPIP, WINS, IBM and HP server hardware, Microsoft Active Directory and Group Policy, Microsoft clustered SQL servers, IIS, and .NET applications.
- Translated business requirements to technical requirements, budgets, schedules, and operational documentation.
- Managed vendor partner relationships, both domestic and abroad.
- Designed and implemented highly available solutions using Microsoft Clustering and Veritas HA products with four 9s recovery time (RTO) and recovery point (RPO) objectives, ensuring achievement of business continuity and disaster recovery requirements.
- Functioned as senior architect and lead engineer for major infrastructure initiatives, including datacenter migrations, business process outsourcing, and global distribution services.
- Served as lead engineer and technical contact for projects using business partner network (BPN) and secure hosted environments using N+1 tier applications.
- Recognized as lead technical resource on major outages with responsibilities including cross platform troubleshooting, inter-team communications, and delivering status to upper management.
- Troubleshoot and supported Active Directory and Windows NT domain structures in a group policy environment.

AVOLO.COM - Seattle, WA
July 1999 - March 2001

IT Manager

- Managed planning, implementation, administration, documentation, maintenance, and user training of network infrastructure for an international business-to-business market exchange.
- Administered system management, maintenance, administration, troubleshooting, and routine data management activities, including: Windows NT Server and Windows 2000 Server, Cisco Concentrator for VPN solution, Checkpoint Firewall-1, DNS / Bind maintenance and administration, Windows Terminal Server, Windows 2000 workstation, Windows 95 / 98, Windows ME, Microsoft Exchange Server.
- Directed all aspects of daily usage utilities, local and long distance T1 lines, Lucent Definity ProLiant phone switch, voice and data cabling, fire suppression, HVAC, electrical, and local agency contacts.

EARLY CAREER

- LOCKHEED MARTIN - Renton, WA Feb 1998 - July 1999
CAD Manager
- PB ARCHITECTS - Seattle, WA September 1996 - Feb 1998
Systems Administrator / Manager
- AKB ENGINEERS – Bellevue, WA June 1995 - September 1996
Systems Administrator / Manager
- ROBERT H. LEE & ASSOCIATES – Petaluma, CA February 1993 - May 1995
Systems Administrator / Manager

PROFESSIONAL DEVELOPMENT / CERTIFICATIONS

- Accelerated Exchange Administrator – Microsoft Certification Program (A+ Certified)
- ITIL Foundations Certified – Cisco UCS Administration – VM World in San Francisco
- Deploying Windows 2003 Clusters – MCSA Pilot Course through Netdesk for Washington Mutual Bank
- Microsoft managing data centers – VM Ware 3.0 and 5.5 Administration – System Administration for AIX 5L
- Access Database Management, Level I & II – Administering Windows 95
- Basic AutoLISP Programming, Advanced AutoLISP Programming
- Administering Windows NT Server 4.0 (Enterprise Technologies)
- Administering Windows NT 4.0 (Core Technologies) – TCP/IP Internet Networking

TECHNICAL SKILLS

Microsoft Server Technology: Windows 2003 / 2008 / 2012 Server, Network Infrastructure Administration, Active Directory Administration, Windows 2003 / 2008 / 2012 Clustering and NLB, Windows XP Professional, Networking Essentials, Internet Information Server 5,6 and 7, Group Policy, System Center Configuration Manager (SCCM)

Network tools: Citrix, data center infrastructure, firewall and load balancer design, extranets, secure hosted environments

Troubleshoot and support Active Directory and Windows NT domain structures