

## **John Doe II, MCP, S+**

Nashville, TN 37211

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### **PROFESSIONAL PROFILE**

- Versed in the management of personnel, policy, procedures and systems
- Versed in the design, implementation, and maintenance of Windows 2003, Windows 2008, Exchange 2003/2007, Windows Small Business Server 2003, IIS all levels, SharePoint 2007, BlackBerry Enterprise Server and Windows Mobile Active Sync
- Responsible for the design, installation, and maintenance of hardware/software components on servers as well as switches and routers
- Ensured all servers adhered to the security policies of DoD Certified software patches and PCI compliancy

### **CERTIFICATIONS/TRAINING/EDUCATION**

- Secret Security Clearance for 30+ years
- Currently a Microsoft Certified Professional
- Microsoft Course 3939B: Updating Your Skills from Microsoft Exchange 2000 server or Microsoft Exchange Server 2003 to Microsoft Exchange Server 2007
- Microsoft Workshop 5051A: Monitoring and Troubleshooting Microsoft Exchange Server 2007
- Microsoft Course 2596B: Managing Microsoft Systems Management Server 2003
- Introduction to Cisco Router Configuration (CCNA)
- COMPTIA Security+ Certified (Career ID COMP001020104023)
- Dell EqualLogic PS Series Storage Area Network certification
- Air Force Community College; Maxwell AFB, AL / Completed 60+ credits in general education requirements (equivalent of two years)

### **WORK HISTORY**

#### **General Dynamics Information Technology (GDIT);Washington, D.C.**

##### **Senior Managed Systems Engineer, Oct 2011 – Present**

- Developed, design and implemented a data migration meshed network framework for Afghanistan for the US Army Corps of Engineers by merging two separate networks into one countryWAN network
  - Connecting all forward operating bases within the country to two regional hub sites and to the US using DMVPN technologies and satellite connectivity.
  - All systems and application were redesigned using the latest VMware 5.0 and SAN technologies.
- Currently reconfiguring and upgrading the current SAN environment to add more availability of managed space for applications and services.
  - Structured system and network redundancy and fail-over between two data centers
  - Implemented a more efficient method of backing up data from the SANs to a tape solution to provide archive and off-site capabilities.
- Created and implemented a deployment plan to virtualize the server environment using VMware version 5.0
  - Provided a migration plan to virtualize 70-80% of the current server farm and remote server sites and developed the clustering and put in place the High Available function in VMware.
- Developed, designed, and implemented an off-site Disaster Recovery plan to a remote location
  - Using Satellite and DMVPM technologies,
  - Designed the VLANs and network infrastructure for LAN, SAN and iSCSI networks for SAN-based VMware solutions to replicate and sync corporate data and services to the off-site location.
- Motivated, supervised, and coached two service sections to provide exceptional customer service and career advancement: The Service Desk section consisted of one lead and 10 technicians, with half of staff in remote locations; the Systems Administration section consisted of one lead and 12 technicians, with half of staff in remote locations.
  - Reviewed, refined and documented all the levels of the incident management process

## **GDIT;Washington, D.C.**

### **Senior Systems Administrator, Mar 2011 – Oct 2011**

- Ensured that all systems and device followed DOD and Brand PCI compliancy
- Provided all levels of Active Directory account support.
- Developed, performance tuned, and managed following platforms: Enterprise backup solution; Structure Area Network (SAN) Dell Equallogic 6000/6500 SAN;Microsoft Exchange Server 2003 SP2; Windows 2003/2008 servers; BlackBerry Enterprise Server and device support; Office SharePoint 2007.
  - Designed the VLANs and network infrastructure for LAN, SAN and iSCSI networks
- Designed, developed, implemented, and sustained SharePoint 2007 and developed self-training instructions and guides for users. Promoted after six months to Senior MSE (current position).

## **The Experts; Louisville, KY**

### **Senior Systems/Backup Administrator, Mar 2009 – Feb 2011**

- Provided direct support to the Help Desk department
- Ensured that all systems and device followed DOD and Brand PCI compliancy
- Managed the Microsoft Exchange Server 2003 SP2, providing assistance and guidance with all Outlook Client issues and Exchange, and managed the VERITAS backup application for local and remote sites and the Windows 2003/2008 server.
- Provided all levels of Active Directory account support, and provided support and management for switching and wireless bridge technologies.

## **Tennessee Farm Bureau;Nashville, TN**

### **Messaging and Collaboration Administrator, Sep 2006 – Mar 2009**

- Ensured that all systems and devices followed Kentucky Farm Bureau and Brand PCI compliancy
- Managed the following platforms:
  - Microsoft Web Servers 2003
    - Implemented and sustained Web servers applications on the IIS platform
    - Created and maintained Network share access for content updating
    - Created DMZ, Firewall rules, and F5 Load Balancing device
  - Office SharePoint 2007
    - Designed, developed, implemented, and sustained an enterprise SharePoint 2003/2007 Farm environment using physical and virtual servers, SAN support
    - Created DMZ, Firewall rules, VLAN, and F5 Load Balancing device
  - Microsoft Exchange Server 2003 SP2
    - Designed, developed, implemented, and sustained a corporate-level Exchange 2003 SP2 environment using physical and virtual servers, SAN support, and F5 load balancer device
    - Developed, created, and performed Disaster Recovery for Exchange 2003 environment
    - Developed and maintained a backup schema with Exchange using IBM TSM service
    - Provided assistance and guidance with all Outlook Client issues and Exchange
  - BlackBerry Enterprise Server
    - Implemented and sustained a BES server to support over 400 users
    - Implemented in VMWare and SQL 2005 environment
    - Provide all device support with the BES environment
  - Windows Mobile 5.0, 6.0, and 6.1 with ActiveSync
    - Implemented and sustained the Exchange support for Windows Mobile environment for 20-30 users
  - Citrix Server 4.5
    - Designed, developed, implemented, and sustained Citrix 4.5 environment using physical and virtual servers, SAN support, and Cisco ASA device
    - Created DMZ, Firewall rules, VLAN, and F5 Load Balancing device
  - System Management Server 3.0
    - Maintained the current environment
    - Created packages and advertisements for software updates, Windows patches, application deployments for workstations and servers

## **Accumetric, Inc.; Elizabethtown, KY**

### **Network Consultant (temporary contract), Jun 2006 – Sept 2006**

- Reviewed and made changes to current network infrastructure, storage solution, Active Directory, and disaster recovery plans. Developed electronic form processing for internal and external customers. Provided helpdesk assistance.

## **Anteon, Inc., Air Force Climate Survey/PERSLOAD Work Hours Project; Randolph AFB, TX**

### **Network Manager, Jan 2001 – Jun 2006**

- Designed, developed, implemented, and sustained an enterprise network data collection sites for the US Air Force. The infrastructure was designed to allow 24-hour access to over 725,000 personnel stationed around the globe. The feedback collected was provided to the Secretary of the Air Force, Chief of Staff of the Air Force, and thousands of Air Force commanders.
- The network architecture encompassed four regional military sites, one central Web site, and a commercial Web site to support this massive data-collection effort. Supported, maintained, and managed all affiliated network servers in a Windows 2000/2003 operating system, IIS 5.0 /6.0, and using Microsoft SQL Server 2000 for Web data accessibility.
- Designed, developed, integrated, managed, and maintained multiple Microsoft Access and SQL Server 2000 tools for use in the Air Force Climate Survey office and Web development. One of these tools was used daily by all commanders in the Air Force to see their participation rates of completed surveys. In addition, office tools were created to greatly reduce cycle time of manual tasks. Some examples of these tools: task and contact management, Process Asset Library Management System, Forgotten Survey ID and Password System, and Unit Tracking Database.
- Co-developed, managed, and maintained the Air Force Climate Survey Web Site using HTML and ASP and Help Desk Web Tracking System. Integrated multiple Web database engines using SQL Server 2000, VB Scripts, and JAVA applets.
  - Created, refined, reviewed and documented all the levels of the incident management process
- Ensured that all systems and device followed DOD and Brand PCI compliancy

## **Air Force Recruiting Service; Randolph AFB, TX**

### **Chief, Customer Support Center, May 1998 – Jan 2001**

- Administered an NT Domain of over 3000 users: 220 local users, 800 users connecting over a nationwide WAN and .mil net, over 1980 remote users using remote ISPs nationwide and overseas.
- Administered over 3000 e-mail accounts across a five-server site using Exchange Server 5.5 SP3. Managed diverse clientele running MAPI, IMAP, LDAP, and HTTPS protocols. Administered Outlook Web Access sites in HTTPS. Sites operated in IIS 4.0 with Certificate Server in order to run SSL. Managed over 800 public folders replicated across five Exchange Servers. Deployed Norton Anti-Virus for Exchange and maintained current virus definition files.
- Managed computer helpdesk for 3000+ users and supervised and reported on 5 personnel. Provided NT domain setup and troubleshooting, PC setup, and troubleshooting for LAN and WAN connectivity. Troubleshot routers, hubs, firewalls, and proxy servers. Averaged over 1,000 logged trouble tickets weekly using HEAT 5.0 as the tracking system.
- Developed and implemented training plan incorporating network connectivity, PC installation, setup, and troubleshooting training. Provided this plan to all helpdesk technicians and network technicians.
  - Reviewed, refined and documented all the levels of the incident management process

## **Air Force Recruiting Service; Randolph AFB, TX**

### **Program Manager, Aug 1996 – May 1998**

- Developed reports using Oracle Designer 2000 for a \$12 million Air Force Recruiting Service Web-based recruiting database.
- Developed and managed a Web site for the recruiting database using Netscape Enterprise Server. Site was secure using HTTPS with SSL. Managed Netscape Certificate Server with server and client side certificates.

## **AWARDS**

- 2006 Volunteer of the Year for Schertz (TX) Independent School District
- 2006 Distinguished Performance Award for February 2006 – Anteon, Inc.

***References Available On Request***