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## PROFESSIONAL SUMMARY

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- 9 years of experience in the Information Technology field with expertise in enterprise directory services, messaging, storage, and disaster recovery technologies
- Skilled in designing migration plans between email and operating systems platforms
- Can address Windows security concerns, including patch management, remote control, hardware/software inventory, Group Policy, desktop security policies, VPN solutions, internet proxy/gateway/firewall technologies, and centralized antivirus management
- Able to set and meet project deadlines
- Solid positive customer feedback

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## CERTIFICATIONS

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- Microsoft Certified Systems Engineer (MCSE) / Windows 2000
- Microsoft Certified Systems Administrator (MCSA) / Windows 2000
- Microsoft Certified Systems Engineer (MCSE) / Windows NT 4
- Microsoft Certified Professional + Internet

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## PROFESSIONAL EXPERIENCE

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R.L. Polk & Co.

September 2004–Current

*Sr. Microsoft Infrastructure Architect / Sr. Collaboration Administrator*

- Fixed replication errors in multi-site Active Directory environment as prerequisite to rolling out directory-enabled applications. Problems included orphaned DC objects, DNS resolution, and failing anonymous queries for older LDAP applications.
- Migrated mixed version, single-tier BIND DNS environment to tiered BIND/Active Directory-Integrated split-brain DNS environment with secure dynamic updates. Implemented WINS topology to help eliminate broadcast NetBIOS traffic.
- Recommended segmentation of network from /16 to /23 to minimize broadcast domain and worked with Network team to implement change.
- Designed and implemented secure wireless network with Windows 2003 PKI infrastructure, Windows 2003-based RADIUS, automatic certificate enrollment, WEP + TKIP, and Protected EAP. Tuned Cisco Aironet 1200 WAPs directional antenna for office space and seamless roaming between WAPs. Used Group Policy to automatically configure wireless connections.
- Migrated approximately 1100 mailboxes and 80gb of live data from GroupWise 6.5 to HA Exchange 2003 SP2 with Windows Mobile Administration for 4 North American offices. Wrote custom scripts to scan local users' hard drives for legacy GroupWise archives and consolidated them into a single point for bulk archive conversion and migration.
- Designed Exchange DR plan with disk-to-disk backups, automated filesystem snapshots, and automated disk-to-tape scripts.
- Migrated approximately 300 mailboxes from NT 4/ Exchange 5.5 environment to global Active Directory and Exchange 2003 environment for 3 UK and Netherlands offices.
- Deployed Microsoft Live Communications Server 2005 with message journaling for global internal instant messaging.

- Worked with application developers to develop cluster-aware internal applications. Tested and deployed to Pillar Axiom SAN hardware.
- Deployed Blackberry Enterprise Server 4.0 for additional mobile messaging options.
- Deployed Microsoft Systems Management Server 2003 infrastructure to push Office 2003 and Microsoft Office Communicator 2005 to entire corporate LAN. Deployed Windows Server Update Services (WSUS) for server and desktop environment, using client targeting to assign machines to computer groups based on function (development, test, production) for staged patch rollouts.
- Implemented Symantec/VERITAS Enterprise Vault for email archiving, retention, journaling, local archive reduction, and legal records discovery pertaining to litigation and voluntary Sarbanes-Oxley compliance. Migrated over 700 GB of legacy GroupWise archives into Enterprise Vault, and configured Exchange / Enterprise Vault to capture all inbound and outbound messages for the organization. Currently maintain 1.5 TB of vaulted email.
- Participated in network tuning exercises to help optimize server and network throughput.
- Collaborated with product development teams to implement Oblix and Tibco integration in Active Directory, and helped facilitate directory synchronization with Tibco Administrator and Oracle ID Server.
- Assisted in planning and implementation of datacenter move for UK Office.
- Assisted in scoping of future datacenter move for Headquarters.
- Designed and am currently implementing migration from EMC Celerra to clustered Windows 2003 R2 file and print solution with Pillar Axiom SAN back-back end and Enterprise Vault for File Systems.

## VSI Automation

December 2006

### *Microsoft Infrastructure Consultant*

- Performed Exchange 2003 mail flow troubleshooting. Client was experiencing a high level of NDR responses from various destinations. Changed client's external IP address, which had been placed on several RBLs. Removed Symantec Antivirus software on servers and replaced with Trend Antivirus. Performed testing to make sure Exchange server was not an open relay.
- Documented network and made recommendations for further infrastructure remediations.

## Powder Cote II

November 2006

### *Microsoft Infrastructure Consultant*

- Designed and deployed new highly-available corporate infrastructure, including redundant web servers, redundant domain controllers, and SQL Server 2005 database mirroring between campus buildings.
- Deployed Windows 2003 Terminal Services with Office 2003 Small Business Edition.
- Migrated client from POP email services to Microsoft Exchange Server 2003. Deployed ISA Server 2006 and GFI WebMonitor so management could monitor employee internet usage.
- Designed and deployed comprehensive Group Policies to limit capabilities of users on plant floor to modify computer settings. Deployed Windows Update Services with client group targeting for centralized updating and reporting. Deployed Trend Antivirus and Antispam suite to servers and workstations.

## Butcher & Baecker Construction

October 2006

### *Microsoft Infrastructure Consultant*

- Migrated Microsoft Windows Small Business Server 2000 environment to Small Business Server 2003 R2, including migration of file and print data, Exchange with support for RPC

over HTTPS, and custom applications. Deployed Trend Antivirus to servers and workstations.

- Deployed Windows Update Services with client group targeting for centralized updating.

Apex Digital Solutions, Inc.

November 2005

*Microsoft Infrastructure Consultant*

- Upgrade Windows 2000 environment to Windows 2003.
- Split off DNS and email hosting for clients to separate network.
- Implemented disk-to-disk and disk-to-removable disk backups with Backup Exec 10d.

Jewish Renaissance Media / Jewish.com

August 2005

*Microsoft Infrastructure Consultant*

- Deployed new Windows 2003 / Exchange 2003 environment. Migrated legacy data from Exchange 2000 and POP3 services. Built and shipped new file server and new domain controllers for remote office in Atlanta and worked with remote installation team to migrate data and workstations.
- Deployed file and print services for Windows and Mac users. Deployed comprehensive group policies to restrict local user rights and enforce local Administrators group membership.
- Deployed Trend Antivirus and Antispam suite to workstations and servers.

National Coney Island / National Chili Company

May 2005

*Microsoft Infrastructure Consultant*

- Designed and deployed new corporate infrastructure, including new Windows 2003 AD environment, Exchange 2003, and ISA Server 2004 and connectivity to 23 restaurants. Deployed Windows Update Services with client group targeting for centralized updating and reporting.
- Assisted in POS installation and troubleshooting to main office in 2 restaurant locations.
- Deployed Trend Antivirus to servers and workstations.

400 Monroe Associates / Fishbones Rhythm Kitchen

May 2005

*Microsoft Infrastructure Consultant*

- Migrated 20-user NetWare 4.11 / GroupWise 5.5 environment to Windows 2003 and Exchange 2003.
- Implemented ISA Server 2004 and GFI WebMonitor so management could monitor employee internet usage. Deployed Trend Antivirus and Antispyware suite to servers and workstations.
- Collapsed child business units into single AD infrastructure.
- Performed migration of ADP server to new hardware.

Wisconsin Hospitality Group

August 2004

*Windows 2003 Disaster Recovery Consultant*

- Designed disaster recovery strategy based on VERITAS Backup Exec 9.1 and Dell 132T LTO tape library. Instructed staff on procedures to use software.
- Assisted in clean up of Active Directory metadata for smoother operation of environment.

The Beanstalk Group

July 2004

*Windows 2003 Consultant*

- Designed and deployed Group Policy and Software Update Services (SUS) platform for distribution of patches and service packs to Windows-based computers.

- Developed Exchange 5.5 to Exchange 2003 migration plan for 200 user environment

Covisint / Compuware

February 2003 – July 2004

*Windows 2000 Infrastructure & Messaging Consultant*

- Designed and implemented clustered Windows 2003 / Exchange 2003 upgrade plan over multiple sites with tiered configurations for over 500 users (400 in the US; 100 spread throughout other sites worldwide) and multiple language support. Managed file/print services.
- Upgraded all servers at all locations worldwide to Windows 2003.
- Deployed Software Update Services (SUS) platform for distribution of patches and service packs to Windows-based computers. Deployed Systems Management Server 2.0 (SMS) for comprehensive software and hardware inventory.
- Designed and deployed backup strategy using VERITAS Backup Exec 9.0 for clustered Exchange and file and print environments.

The Avatar Group

July 2003

*Windows 2000 Infrastructure & Messaging Consultant*

- Worked with on-site personnel to design new Active Directory infrastructure based on organizational and geographic needs. Migrated Exchange Server 5.5 with 75 users to Exchange Server 2000. Implemented Group Policy to reduce management overhead and define security standards.
- Provide on-going mentoring to personnel on managing Windows 2000 and Exchange 2000 environments.

EDS

August 2002 – February 2003

*Windows 2000 Active Directory Infrastructure Consultant*

- Assisted in creating deployment plan for Quest ActiveRoles to manage rights for 70,000 users in the GM environment.
- Created forest-wide disaster recovery plan for GM's Active Directory implementation, including standby domain controllers and schema rollback plan in preparation for Quest ActiveRoles deployment.
- Reworked enterprise system documentation to fit EDS' QMS templates for ISO compliance.

AOL Time Warner / AT&T Broadband

September 2000 – August 2002

*Windows/Unix Systems Engineer*

- Administered Compaq DL380-based NT SAN clusters running Microsoft Commercial Internet System 2.0 (MCIS), SQL Server 7.0, and Site Server 2.0, servicing 30,000 AOL cable modem and email customers. Maintained NT environment, including backups, log rotations, SAN cluster management, and DHCP.
- Wrote remote management scripts for Solaris, including password security, software distribution, DNS, and security/patch cluster auditing. Developed MD5-based scripts to verify authenticity of systems files. Managed Cisco DHCP server.
- Managed Netscape/Intermail mail server for 130,000 local and 45,000 remote MediaOne, Comcast, and AT&T cable modem customers on Sun Enterprise 5500s. Managed Sendmail 8.1, BIND DNS, 1.5 terabyte daily newfeed, personal web hosting, and backups. Co-wrote custom tape library/backup management tool for local datacenter. Performed white hat penetration and vulnerability testing for regional datacenters.
- Performed on-call systems and network engineer duties, managing and troubleshooting connectivity for 205,000+ cable modem nodes, 350,000 additional customer premise devices,

100 Sun enterprise servers, and 100 Cisco uBR 7200 cable routers, Catalyst 5500 Switches, and GSR 12008 enterprise routers.

- Assisted in development and deployment of Broadband Choice provisioning technology trials, giving consumers a choice of service providers between their local cable company and other national internet service providers

Superior Consultant Holdings Corporation

October 1999 – August 2000

*Senior Network Consultant*

- Helped design upgrade from Windows NT single domain network with 17 sites to Windows 2000 with separate subdomains for Exchange and Extranet.
- Implemented Dell-based Windows 2000 Storage Area Networks (SANs). Deployed Lawson 7.5 Enterprise Resource Planning (ERP) software to SAN.
- Designed comprehensive backup strategy using ArcServeIT and respective agents for Exchange and Lotus Notes environment. Managed off-site tape storage.
- Maintained patches for 90 mission-critical Windows servers; assisted in migration from Lotus Notes to Exchange 5.5 for email. Maintained Exchange 5.5 servers with 1200 users; resolved secure channel issues preventing Exchange servers from allowing domain authenticated users to access mail.
- Saved over \$17,000 in licensing costs by switching from PCAnywhere to Windows 2000 Terminal Services for remote management. Configured Microsoft Proxy Server for internet gateway; deployed and maintained Windows 2000 VPN.
- Upgraded all local servers and servers in 17 remote offices to Windows 2000.

Raymond James / Roney & Co.

September 1999

*Network Consultant*

- Upgraded Office applications on 90 workstations and performed DHCP configuration at three sites. Configured networked printers at four additional sites.

Freightliner

August 1999

*Windows NT Consultant*

- Upgraded Windows NT 3.51 to 4.0 at seven sites. Migrated SNA and SQL server data. Performed data validation, updated inventory, and ensured on-board truck diagnostics were functional after upgrade.

Quest Diagnostics

July 1999

*Windows Consultant*

- Rolled out 220 desktops and migrated Microsoft Mail clients to Outlook. Restaged systems that were to be re-deployed.

Valeo Engine Cooling

October 1998 – July 1999

*Windows NT Network Administration Consultant*

- Migrated 3 Netware 3.11 and 3.12 file and print servers to Windows NT 4.0. Designed new backup strategy and assisted in selection of on-site media safe; upgraded ArcServe v6.6 and configured new autoloaders for tape backup management.
- Developed standard, bootable software image for new PC deployments; restaged 450 desktops. Documented all aspects of disaster recovery plan, software installation, domain and network configuration for Y2K business continuity plan.

- Implemented WINS and DHCP; configured trusts and name resolution. Implemented site-wide antivirus protection and central updating.
- Configured Cisco 2601 router to replace Windows NT Server router.
- Assisted in Lotus cc:Mail 8.1 to Lotus Notes 4.5 migration. Supported 600 local and remote Lotus Notes users.

Personal Touch Custom Software

October 1997 – October 1998

*Senior Integration Engineer*

- Deployed Great Plains accounting package on Citrix WinFrame 1.7 to two-office client LAN. Implemented ArcServe 6.5 backup software and instructed client on tape rotation schedule.
- Deployed SCO UNIX/XENIX-based multi-user solutions to a hair salon, a trucking company, a construction contractor, and a tire warehouse company.
- Provided Windows NT and Novell client support for local electrical contractor.

## HARDWARE & SOFTWARE EXPERIENCE

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- **Windows platforms:** 9x, NT, 2000, XP, 2003
- **Unix/Linux platforms:** Sun Solaris 7, 8, and 9; RedHat Linux 3; FreeBSD; OpenBSD SCO OpenServer 5.0; SCO XENIX
- **Backup software:** ArcServe 5.x, 6.x; Seagate Backup Exec; Symantec/Veritas Backup Exec 8, 9, and 10; Veritas NetBackup 3.5, 4, and 5.1; Ultrabac
- **Mail platforms:** Exchange 5.5, 2000, 2003; Lotus/Domino 4.5, 5; Sendmail; Netscape/Intermail; GroupWise 5.0, 6.0, 6.5
- **Systems management:** Microsoft Systems Management Server 2.0/2003, Microsoft Software Update Services/Windows Server Update Service, NetIQ AppManager, Dell OpenManage, What's Up Gold; Nortel Optivity
- **Remote management:** Windows Terminal Services / Remote Desktop; PCAnywhere, Remotely Possible; VNC; Intel LANDesk; DameWare MiniRemoteControl
- **Security, Vulnerability mapping, Intrusion detection, and forensics:** Windows Group Policy; Microsoft C2 Security templates; Windows strong password filter; Netscape RADIUS server; Microsoft Proxy Server; ISA Server; Windows VPN solutions; SNORT; Nessus; nmap; Checkpoint FW-1; Coroner's Toolkit; IIS Lockdown; DNS lockdown
- **Intel platform hardware:** Dell PowerEdge/PowerVault series (including SAN products); Compaq ProLiant series (including SAN/StorageWorks products), IBM Netfinity series; HP NetServer series; HP ProLiant series
- **Routing/switching hardware:** Cisco 2500, 2600, 7200, and 12000 series routers; Cisco 3000, 5000, and 5500 series switches; Nortel Accelar 1200 series switches
- **Sun platform hardware:** E150, E250, E420, E450, E3000, E5000, and E5500 series enterprise servers; Netra T1 appliance-type servers
- **SAN Hardware:** Dell line (Powervault 650, 35F), Compaq/HP StorageWorks (MSA 500/1000), Pillar Axiom
- **NAS Hardware:** EMC Celerra, Quantum Snap appliances