

PROFESSIONAL EXPERIENCE

Sr. Systems Engineer February 2018 – Current
Northern Tool and Equipment, Burnsville, MN

- Provide hardware and network support to all physical and virtual systems within Microsoft Active Directory domain and Microsoft Azure Entra ID.
- Receive, unpack and rack/stack/cable servers and infrastructure devices into datacenter cabinets.
- Recognized expert in Active Directory and Azure Entra AD; managed all GPOs and objects in the domain, including replication/sync from both on-prem to Azure leveraging Azure AD Connect software.
- Recognized SME for Nutanix hyper-converged infrastructure. (AHV, AOS, PC)
- Leverage vendor provided technical specs and requirements to build proof of concept solutions to determine use case viability.
- Support and maintain both Windows and Linux systems including but not limited to: Windows Server, RHEL, SLES and Ubuntu.
- Create and Maintain monitoring of systems and applications leveraging SolarWinds Orion and Atlassian OpsGenie.
- Manage backups of all on-prem and virtual machines via Rubrik backup appliances.
- Manage Data Domain backup solution for IBM Power systems including replication from on-prem appliance to Azure DDVE.
- Solution, support, maintain Azure, Intune, and Office 365 solutions for management of over 1000+ devices.
- Manage TeamViewer Tensor solution, deploy TeamViewer via Intune, and add/manage users and share access to systems via TeamViewer cloud portal.
- Create, test and implement application configuration profiles and policies for application delivery via MS Intune.
- Create and Maintain iOS app delivery and connectivity via Apple Business Manager.
- Create and leverage PowerShell/bash scripts to deploy and maintain software in the enterprise.
- Work within a team of engineers, admins, and analysts, tracking and managing tasks via Azure DevOps, leveraging a KanBan type of Agile methodology.
- Troubleshoot technical issues leveraging system tools and creation of RCA/PIR documentation to timeline failures and identifying future-proofing opportunities for both application and hardware stacks.
- Orchestrate and deliver technical meetings, presentations and demonstrations to team, management, and senior leadership groups.
- Write policy, technical and procedural documentation for usage for teams. Leverage Visio to create diagrams to explain infrastructure initiatives to key stakeholders.

Principal IT Engineer August 2015 – February 2018
Intertech, Eagan, MN

- Provide hardware and network support to all physical and virtual servers within Microsoft Active Directory domain.
- Support, maintain and develop Azure, and Office 365 solutions for all cloud-based offerings to team members, including Exchange, Skype for Business and Sharepoint Online.
- Implemented and managed backups of all systems utilizing Microsoft Data Protection Manager.
- Manage all aspects of antivirus, malware and security protection utilizing McAfee Endpoint Security and EPO Cloud.

- Managed PCI compliance portfolio, including documentation, quarterly security scans, and remediation of affected systems.
- Manage and conduct software and image-based installations utilizing Windows Deployment Services, while leveraging command scripts, PowerShell, Chocolatey and Boxstarter for application installation on office machines.
- Write technical and procedural documentation.
- Manage Microsoft updates/patches on all machines in the domain.
- Provide support to internal users, students, and executive-level customers, including but not limited to the deployment and troubleshooting of all hardware, operating systems, and software both on-prem and within learn-on-demand environments.
- Implemented open-source asset management, help desk, and network monitoring solutions to assist with day-to-day management of lifecycle of on-premises devices, track internal issues, and provide analytics of workload and network utilization. (Observium, NTOPNG, osTicket, Snipe-IT)
- Researched, and worked to migrate the legacy T1 internet connectivity to 100Mb fiber, providing cost savings, and a network performance improvement for the office.
- Develop, write, and deploy technical documentation in a variety of formats.
- Provide single escalation point for all facility related problems or questions.

Enterprise ProSupport Master Engineer (SST) October 2013 – August 2015
Dell, Eden Prairie, MN

- Provide escalation support for both Microsoft Windows and VMWare Highly Complex issues.
- Assist customers with troubleshooting and analysis of OS/services issues including but not limited to the following:
 - Microsoft products (Windows Server, Active Directory, Microsoft Clustering, Hyper-V)
 - VMware products (ESXi, VCenter, VMA, Clustering)
 - Nutanix
- Research and reproduce technical issues using enterprise data center lab and Microsoft Azure.
- Assisted Compellent CoPilot engineers with troubleshooting of advanced issues of systems connected to Compellent SAN.
- Provided engineering expertise building lab environment including rack installation, power distribution, server installation and network configuration.
- Provide guidance to others via mentoring, assisting on cases transparently, training, and various other activities and initiatives.

Sr. IT Technical Analyst March 2012 – September 2013
Cargill, Hopkins, MN

- Lifecycle and Capacity Planning related directly to Windows, Linux, and VMWare technologies.
- Provide and report on lifecycle analytics, historical data, and scope decisions of aging hardware/software.
- Understand, analyze, and report on trends in lifecycle evolution, while offering suggestions on efficiency gaps, weaknesses, and deliverables.

Sr. Network Analyst November 2006 – March 2012
Unitrin Data Systems, Jacksonville, FL

- Support and maintain server/network hardware in an enterprise environment spanning several geographic locations in both a physical and virtual capacity.
- Provide hardware and network support to all servers within Microsoft Active Directory domain.

- Develop, write, and deploy technical documentation in a variety of formats.
- Managed and engineered the deployment of datacenters in multiple locations including the installation of all required ancillary systems to support datacenter operations including but not limited to: HVAC sizing, power distribution, racks and server placement and network patch panel installation and cabling.
- Manage team website/knowledgebase using PHP/MySQL technologies.
- Implement and administer VMWare ESX and VMWare View environment utilizing VSphere 4.0.
- Carried out upgrade to aging backup environment, upgraded hardware and backup software at 8 locations countrywide.
- Manage backups to disk and tape using Symantec backup software with de-duplication at all sites. (NetBackup, and BackupExec)
- Provide event logging and alerting using Event Sentry application.
- Participated in Bi-Annual DR recovery exercises at SunGard – Responsible for recovering systems from tape and testing availability during a failure event.
- Communicate with team members' enterprise wide using Microsoft Communicator software.

System Engineer October 2003 – November 2006
Winn-Dixie Stores, Jacksonville, FL

- Implemented and maintained servers, network, and hardware in an enterprise environment.
- Provided hardware and network support to all servers within several Microsoft Active Directory domains.
- Conducted deployment of Microsoft Virtual Server technologies. (Became recognized expert)
- Early adopter and assisted with development of core documentation of Microsoft Virtual Server technology (Predecessor to Hyper-V). Managed over 150 virtual servers using Microsoft Virtual Server technologies.
- Developed migration process of physical machines to virtual machines. (LeoStream Physical to Virtual (P2V) conversion process)
- Performed migration of NT4 domain to 2003 Active Directory.
- Built and maintained VPN and Citrix Xen environments for access to lab resources.
- Built/maintained physical and virtual environments for testing patch distribution and application development.
- Conducted software installation, updates, and patches.
- Documented and presented logistical information for review by management and IT staff while adhering to stringent timetables.

Interior Communication Electrician (IC2) June 1998 - June 2002
US Navy, USS JOHN F. KENNEDY (CV-67)

- Operated and performed maintenance on many systems including voice communications, alarms, warning and indicators, ships control, plotting, gyrocompass, computer and entertainment systems.
- Installed and performed maintenance on both electrical and mechanical systems needed for shipboard operations and safety.
- Redesigned major portions of systems and documented all changes for future personnel.
- Retrofit and installed new equipment to replace aged equipment.
- Managed a work center of 20 personnel accountable for upkeep, maintenance, and repair of all alarm/indicating equipment onboard.

EDUCATION

Associates of Science, Computer Science
Florida Technical College, Jacksonville, FL, December 2003

US Naval Interior Communications Electronics

US Naval Electrical Engineering

US Naval Training Command, Great Lakes, IL, Oct 1998 – March 1999

CORE COMPETENCIES

- Microsoft, VMware, RedHat OS
- Research and Development
- Active Directory / Azure AD
- SAN Management (Compellent, Equal Logic, EMC VNXe)
- Monitoring utilizing both Open Source & MS Tools, ie Solarwinds Orion, SCOM, Observium, ntopng, cacti
- Contingency and Disaster Recovery Planning, Risk Assessment
- Backups and Business Continuity
- Virtualization (Nutanix, VMWare, Microsoft Hyper-V)
- System Consolidation

SPECIAL RECOGNITION / CERTIFICATIONS / AWARDS / COMMUNITY SERVICE

- ITIL 4 Foundation, MCSA 2012, RHCSA, VCP-DCD, VCA-DCD, VCA-Cloud, VCA-Workforce Mobility
- Dean's List for outstanding academics, Florida Technical College (3 Times)
- Volunteer Food Packager for Feed my Starving Children (2 Times)
- Extra-Life Participant for Children's Miracle Network (3 Years)
- Awarded the Armed Forces Expeditionary Medal, Sea Service Deployment Medal (2 Times), Meritorious Unit Commendation, Good Conduct and National Defense Service Medal