



RUSSELL B.
IT Project Manager

SUMMARY OF QUALIFICATIONS

- Accountable for and successful in delivering major end to end programs to \$10M. Implemented Cloud deployments of HR Workday, Mobile Iron mobile administration system, Ceridian Job Application module and Microsoft O365 Outlook.
- Certified Project Manager utilizing PMI and ITIL Service Delivery methodology and MS Project.
- Leader in Expectation Setting, Planning, Communications, Risks, Issues, Change Management and Training. Manage from conceptualization through business requirements, analysis, scope, design, build, quality assurance, training and deployment. Balance cost, schedule and scope.
- Quickly assimilate the roles and needs of stakeholders and team members as well as the policy and procedures of organizations. Lead project teams to find innovative solutions to complex issues.
- Work across business and technical teams to secure resources to ensure successful delivery of highly complex projects. Manage internal resources and vendors of 20-30 members. Experienced in utilizing Off-shore vendor resources for software coding and system support.
- Global, Enterprise wide experience in 24/7/365 high availability applications and services deploying new and upgrade software in these environments. Work directly with R&D, Program, Account, and Operational teams.
- Pay meticulous attention to detail and the relationship of complex systems with an appreciation for the relationship between system reliability and company success. Proactively manage, communicate and successfully mitigate project risks.
- Able to communicate well and present and make recommendations at all levels of an organization, tailoring communications for the audience, i.e., using technical AND business terminology where appropriate
- Adept in consolidating complex data from multiple sources to formulate clear / concise status reports for business managers. Accurately track costs and forecast future spend.

CERTIFICATIONS

- ITIL Foundation Certificate in IT Service Management, EXIN B.W.E. Taselaar, CEO, www.Exin.com
- Project Management Certification and LEAN and Six Sigma Green Belt Certification - Quality Solutions and Productivity Inc., Oxford, MA, www.QPSinc.com
- EDS Project Management Training – Project Start-Up and Planning, Software Risk Management, Execution and Closedown

TECHNICAL SKILLS

Infrastructure, SDLC, Clarion Data Storage, EMC VMAX, EMC Isilon, VMware, Oracle database, Sun Solaris, Server Hardware, Apache, Cisco Router and Switching, Networks (LAN, VLAN, WAN, MPLS), Firewall Checkpoint NGX, MS Office, MS Project, HEAT, Remedy, Clarity, Daptive, InTouch Wonderware, SCADA HMI, Lawson LS9, Oracle 11g, Cisco Wireless, Linux 5, Linux 6, AIX 6,1 Upgrade 20 Servers, DHCP, LDAP, Active Directory, Exchange, VPN, Load Balancer, MS O365 Outlook, Mobile Iron MDM, FortiGate Firewall, IBM WebSphere, IBM MQ, MQ Mainframe, Workfront PM

PROFESSIONAL HISTORY

NUANCE COMMUNICATIONS, INC., Burlington, MA

September 2015 to Present

Started as contract via WinterWyman then direct hire by Nuance, June 2017 to April 2019; returned as contractor July 2019 to Present

Senior Project Manager Global Technology Service

- Ceridian Job Application – Migrate to cloud based Ceridian service from ADP. Required creation of data migration scripts and import processing on an external facing environment.
- Data Center Upgrade, Burlington, MA - 2000 Sq. Ft. Replaced 3 each, 22 ton CRAC units, a 150 KVA UPS, Electrical Distribution and Pre-action Fire Suppression systems with only one 6 hour shut down. Decommissioned 3 out-laying labs.
- Sabey CoLo Data Center installation, Quincy, MA - New installation of highly scalable infrastructure: Core Cisco Nexus 9504, Switching 9300, 2248, Catalyst 2960. Firewall ASA 5555, Router ASR1001, OOB Management Catalyst 4500, Load Balancer F5 LTM BIG-IP 2200s. Installed MPLS and DIR circuits. Installed new and moved in VMs and SAN storage from several business unit data centers.

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- Real Estate Construction/Renovation of IT Systems: Specified requirements, secured contractors and lead installation of computer rooms including HVAC, Power and Infrastructure with premise cabling and Cisco switching for: Burlington, MA 900 offices and other Global sites totaling 2730 offices. Lead Global installations of 45 Audio Visual Conferencing systems with Cisco, Skype and TEAMS integration.

MASSACHUSETTS DEPARTMENT OF TRANSPORTATION, MASS RMV, Boston, MA September 2014 to September 2015
Project Manager (contract)

Implemented Personal Cardholder Information (PCI) security measures to meet ISPII compliance. Led development of business requirements to create a PCI compliant DMZ and installed FortiGate firewalls in 37 RMV locations throughout Massachusetts and Boston and Quincy data centers. Migrated the Nuance IVR application, IBM WebSphere MQ and SecureRMV Payment Processing applications to new VM servers within the PCI compliant network. Installing Comcast Ethernet Network Service, Metro Ethernet to 65 sites with new routers and switches and outsourced monitoring. Installed Verizon 4G Wireless to MPLS Cloud at 42 sites. Comcast \$3.25M, Presidio \$2M.

TYCO SIMPLEXGRINNELL (JOHNSON CONTROLS), Westminister, MA February 2012 to June 2014
Project Manager

Implemented Ipswitch MOVEit Encrypted Ad Hoc File Transfer system for internal and external secure transfer of large files. Migrated 8900 employee accounts from Peoplesoft HR to WorkdayHR cloud. Developed feed from WorkdayHR to Peoplesoft Payroll. Installed Secure Socket Layer (https) on 6 End User application platforms to meet DOD, DSS Electronic Communication Plan Compliance. Wrote requirements and proposal to replace end of life Corporate Disaster Point of Recovery system utilizing EMC Data Domain 4500 platform replicating off site. Migrated 3200 mobile devices to Mobile Iron's MDM cloud SAAS. Migrated 11000 accounts to O365 Outlook cloud. Implemented updates to MS Exchange. Lead Windows XP to Windows 7 upgrade analysis for 8900 users addressing over 400 applications and deployed a pilot to 700+ users. Upgraded 20 plus servers to AIX 6.1. Installed redundant power from UPS and redundant Network switching to all Data Center systems. Implemented "Method of Procedures" practice for production upgrades.

L. L. BEAN INC., Freeport, ME August 2011 to November 2011
Senior Project Manager (contract)

Lead Business Continuity (DR) implementations to define solutions and replicate systems between data centers. Lawson LSF9 environment and Oracle 11g upgrade. Cisco Wireless Access serving multiple device types. Upgraded 130 IBM Blade servers with Linux Red Hat 5, AIX 6.1 and VMware.

LIBERTY MUTUAL, Portsmouth, NH February 2011 to July 2011
Project Manager – Enterprise Technology Services (contract)

Project Manager for high availability real-time transaction processing systems. Implemented consolidation of 80 servers to new network architecture utilizing VLAN and Cisco N5548 router for 10gb cross application traffic, aggregating on Cisco Nexus 7010s for throughput to network core. Upgraded UltraVailable AT&T inter-site Broadband network. Implement Network Monitoring improvement for Predictive Modeling, Reporting and Alerting. Expanded use of Computer Associates eHealth, LiveHealth and Spectrum for all core and remote devices and IPSLA. Delivered Hitachi Data Systems / Bus Tech Virtual Tape Library Mainframe Replacement. Test Replication and DR across 3 sites. Implemented an International role out of Cisco Video over IP (VoIP) to 14 countries.

NEXTERA ENERGY RESOURCES (FPL GROUP), Augusta, ME May 2008 to April 2010
Senior Program Lead - \$10.7m Project (contract)

- \$6.3M Hydro Generation Optimization project in Maine to upgrade the SCADA and HMI control systems to a consolidated Thin Client solution.
- Lead RFP and design/build contract to fully automate Electro-Mechanical controls and install PLCs on 3 hydro stations and upgrade 14 others as well as implemented a backup/DR system.
- Lead RFP, Design and Construction of a new Hydro Control Center implementing State-of-Art Ergonomic Consoles with large screen displays, CCTV, and SCADA / HMI.

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- Replaced NextEra's entire Maine WAN and LAN Infrastructure installing MPLS, WAN Riverbed accelerators and Cisco routers, Switches and KVM system control. This new infrastructure also met FERC, FENA & NERC requirements. Brought a new building onto this infrastructure and installed Nortel PBX phone system.
- Augusta, ME. - Wrote requirements for and managed provider selection of a build-to-suit lease agreement and turnkey construction for a \$4.35M, 22,700 sq. ft. office building. The building met USGBC LEED Certification.

BOSTON COMMUNICATIONS GROUP, INC., Bedford, MA

April 2005 to April 2007

Senior Project Manager

- Project Manager for a highly availability real-time transaction processing systems for mobile phone billing services. Clients – AT&T, Nextel, Verizon, Sprint and other major providers.
- Coordinated hardware and software upgrades including new systems/platforms implementations. These included new SUN 15000 Systems, Unix, Linux Red Hat, Apache. Upgraded Oracle 9i to 10g. Split a 1M record Nextel database to a new platform. Replaced a Data Warehouse using SAN with EMC Centera Addressable Storage including inter-site redundancy. Installed new optical system. Replaced Symmetrics 8830 storage with EMC Clariion CX700s.
- Managed projects through design, development, QA, deployment and client acceptance.
- Implemented multiple key projects simultaneously affecting real-time products.
- Led overall process improvements in planning, documentation and status reporting.

PROJECT IMPLEMENTATIONS

- Boston Communications Group, Inc. Project Manager for a highly availability real-time transaction processing system for mobile phone billing. Clients – Nextel, Verizon, Sprint and other major carriers.
- Utilized Software Development Lifecycle (SDLC) to lead SW releases for web, schema and applications upgrades.
- Installed Cisco Wireless Access in 7 buildings. Upgraded 130 servers with Linux Red Hat 5 and AIX 6.1 on IBM VMware and IBM Blades for LL Bean.
- Program Manager on a \$6.3M Hydro Optimization and IT Infrastructure Upgrade program to automate three hydro generation centers operating 20 dams to one new control center with 30 other staff from various locations. Provided ROI on several solution opportunities. For NextEra Entergy.
- Tested Disaster Recovery and Replication & across 3 sites utilizing IBM DR site in NY.
- Replaced NextEra Energy's (FPL Group) entire Maine WAN/LAN Infrastructure installing MPLS, new WAN Riverbed accelerators and Cisco routers, Switches and KVM system control. Met FENA & NERC requirements. Brought a new building onto this infrastructure and installed Avaya PBX phone system. \$10.7 million implementation.
- Introduced PMI methodology which became the corporate standard for project implementation at Elcom, Inc.

EDUCATION

University of Southern New Hampshire, Durham, NH

Business Management

Southern New Hampshire University

Managing Quality, Marketing and Public Speaking, 2011



Robert E Boswell

Microsoft Support Technician

SUMMARY OF QUALIFICATIONS

Mobile Device Management

- Served as a Subject Matter Expert (SME) for devices, skilled at diagnosing device malfunctions and implementing solutions.
- Generate high-level product & ecosystem requirements for optimized revenue.
- Served as an internal/external subject expert on (related) Industry and Market trends, Device OEM Business & Technology Trajectory, and Consumer Usage trends.
- Developed, wrote, and implemented standard operating procedures for all mobile device processes. Managed relationships with a mobile device and related vendors and negotiated pricing for new orders.

Technical Leadership

- Lead a cross-functional and cross-organizational team on the execution of the short-term and long-term business plans for various companies' Vision in Mobile Devices.
- Build executive-level relationships across multiple accounts while providing strategy on how to manage products that lead to the client's success.

CERTIFICATIONS/ EDUCATION

Cisco Certified Network Associate (CCNA)
Microsoft Office Suite Certificate
Microsoft Desktop Support Certificate Windows 7 Certificate
Salesforce Administrator
Microsoft Security, Compliance, and Identity Fundamentals
Microsoft Azure Fundamentals
Associate of Science in Cybersecurity, Prince George's Community College (*Largo, Maryland*)

PROFESSIONAL EXPERIENCE

Senior Consultant | Deloitte Business Consulting and Services | 2022-2023

Consultant in the Deloitte Cloud Engineering practice Endpoint Administrator with Azure infrastructure.

- Designed high-level systems that met clients' requirements by performing system analysis and database design. Translated business requirements into technical requirements. Developed technical documentation. Performed UAT and SIT testing and reporting development to meet the client's requirements.
- Designed high-level architecture for Microsoft Azure and Microsoft Defender for Cloud performed system analysis and security testing on the firewall, and workload protection.

Senior Consultant-Managed Service Provider | Catapult a Quisitive Company | 2021-2022

Endpoint Manager Senior Consultant with extensive experience in designing and deploying modern desktop management solutions.

- Plan, implement, install, and operate PowerShell, script automation, NDES, GPO, and maintain systems hardware, software applications, and Endpoint Administrator with Azure infrastructure.
- Managed project deployment lifecycle, defined requirements, researched solutions, designed systems supported testing, and oversee live implementation Cloud services Microsoft 365, Azure Active Directory, Intune, Enterprise Mobility + Security (EMS)

Enterprise Mobility + Security Engineer | Blueprint (Microsoft Inc) | 2020-2021

Analyze, develop, and communicate key Onboarding process and technology improvement feedback for web-based computing system Onboarding and the entire deployment cycle. Execute, manage, and lead a set of web-based computing system customers and partners through the Onboarding process. Develop, foster, and maintain effective working relationships with engineering, marketing, Enterprise Services Support, field sales, and partner teams to deliver key business metrics.

- Planned, implement, install, operate, PowerShell, script automation, NDES, GPO and maintain systems hardware, software applications, and Microsoft Endpoint Manager with Azure infrastructure.
- Provide hardware and software engineering support for Information Systems utilizing object-oriented programming and client-server applications.
- Manage project deployment lifecycle, defined requirements, researched solutions, designed systems, supported testing, and oversee live implementation.
- Identify and remedy vulnerabilities in software and system configurations in internal and outer-ring network zones.
- Coordinate with networking, database, storage, and other operations managers and teams on system implementations, issues, and upgrades.

MDM Lead/Sr Information Support Specialist | Arlington County Government | 2017-2020

Served as a support escalation resource for the Arlington County service team regarding advanced and systemic issues and conduct root-cause analysis as needed to reduce issue reoccurrence. Evaluated new technologies and products, providing recommendations to aid in the planning and training of Employees, and support end-user training of the ITMS platform.

- Utilized a ticketing system to record and track tickets and contribute solutions for new/unique problems to the group knowledge base with the ITIL framework.
- Troubleshoot all hardware, network connectivity and printers, software applications, mobile devices, O365, and Microsoft issues.
- Managed system upgrades, maintenance, repairs, and monitoring performance activity for all systems, computers, printers, and peripherals. Administered updates of all software for laptops and PCs and triaged technical requests to ensure that they are routed to the correct departments or vendors.

VoIP Tier II | Industry Group Associate | 2016-2017

Provided administrative support for installed systems/networks, assigning, and controlling addresses, and revising system configurations. Utilized software and hardware tools and identifies and diagnoses complex problems and factors affecting network performance.

- Reviewed network design and configuration and make recommendations to improve functionality, quality, and throughput
- Delivered related Network Engineering services associated with the planning, deployment, installation, administration, and management of data and VoIP networks.
- Executed performance and statistical monitoring and developed procedures and best practices to improve the overall environment.
- Managed the configuration, deployment, and administration of voice and Networking systems, including routers, switches, Call Manager, Unity, and Contact Center
- Reviewed network design and configuration and made recommendations to improve functionality, quality, and throughout.
- Acquired, maintained, and reported data related to network performance management, capacity planning, and utilization trend analysis.

MDM/Systems Support Analyst (Contract) | Library of Congress | 2014-2016

Served as primary engagement manager for SDLC testing in client's meetings, reviewed functional and business documents to develop a test plan, and managed testing efforts for the project's testing phases. Supervised with onshore and offshore test teams guide all testing resources to follow testing best practices, understand each test team member's strength, and assign testing assignments based on their strength. Resolved issues effectively by providing support in System Integration Testing, Business Integration Testing, and Production.

- Developed systems that met user requirements by performing system analysis and database design. Translated business requirements into technical requirements. Developed technical documentation. Performed code and report development to meet user requirements.
- Performed systems configuration and documentation, software installation and upgrades, technical support and troubleshooting, hardware builds and standards definition, and new features implementation, as well as assessed systems utilization and performance tuning. Supported over 5000 end-users and peripherals throughout the Library's infrastructure in an SLA based.

TECHNICAL SKILLS

macOS, Microsoft Windows® Operating Systems, Service Now, Telecom, Blackberry Enterprise Server (BES), Cherwell Web Base Service Manager Systems, Cisco Call Management, Microsoft Intune, IBM MaaS360, and AirWatch 9, AirWatch,



Winston R. Elliott Server Technician

Profile

Technical Engineer of AWS and Azure cloud, VMWare and Hyper-V virtualization, Charon and VTAlpha emulation, OpenVMS, HP-UX, Solaris, Fortran, C, Oracle RDB, VMware ESXi, Linux and Windows Server. My leadership experience includes IT Director and IT Manager, Solutions Architect and Software Development Team Leader. My company experience includes University, Printing, Manufacturing, Banking, IT Services, Telecommunications and Healthcare industries.

How I Add Value to your Organization

2021-2023 Stromasys

Cloud Pre-Sales, Project Excellence and Customer Focus by successfully completing 30+ AWS and Azure design, implementation and migrations within 12 months. Successfully working with internal, external and geographically dispersed stakeholders.

2021-2023 Stromasys

Cloud SYSOPS and DEVOPS Excellence building environments within the framework of Reliability, Performance, Security, Cost and Operational excellence. Building Cloud environment for Development teams to achieve Continuous Integration, Continuous Development and Continuous Deployment.

2016-2023 Stromasys, BMS and TRC

Technical Leadership Excellence in the last five years continually managing, coaching and training technical teams to achieve proficiency. Promoted twice within the last two roles.

2019 TRC

Minimizing Cost of Legacy Application rewrite project from estimated \$530,000 to \$70,000 through Charon emulation and VMware ESXi 6.7 virtualization and "Lift and Shift". Implementing multiple Windows, Linux and Application VM instances per host further reducing cost of server hardware.

Technical Skills Summary

- **Migration** - From On-Premises to AWS and Azure Hybrid and Cloud expert.
- **SysOps** - Cloud Well Architected Framework - AWS EC2, Azure IaaS, SaaS and PaaS, CloudWatch, Elastic Load Balancing, Launch Templates and Auto Scaling, Google and OCI Cloud architectural design, planning and implementation.
- **DevOps** - Infrastructure as Code (IAC) – Git, Docker, Kubernetes, Terraform, CodeBuild, CodeDeploy and CloudFormation CI/CD.
- **Virtualization and Emulation** – VMware ESXi, Charon and VTAlpha virtualization and architectural design
- **Operating System** – Linux v7&v8, Windows 10&11, Windows Server (All Versions), OpenVMS, HP-UX 11i, Solaris 10&11 and Tru-64
- **Database** - Oracle RDB, Oracle 8, 9i RAC and 10G and SQL Server, Azure SQL and AWS RDS.
- **Network** – Active Directory, DNS, DHCP, TCP/IP, ODBC, JDBC, Cloud VPC, Subnets and Security Groups.
- **Programming** - DCL, SQL, PHP, HTML, C, C++, Fortran and COBOL

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Work Experience – Most Recent

Stromasys – North Carolina

Team Manager of Field Engineers and Architects (North and South America and Canada) Business Type: Hardware Virtualization for VAX, Alpha, Sun, Sparc and HP

July 2021 – April 2023 (Full Time- Employed)

Working on customer migrations projects pre-sales to project completion. Design, build and integrate virtualization technology into new or existing AWS, Azure, Google and OCI Cloud, VMWare and Bare Metal infrastructures. On Premises to Cloud Networks, Hybrid, IaaS, SaaS and PaaS infrastructures, Code deployment administration with Git, Terraform, CodeDeploy and CloudFormation. Virtual Private Clouds (VPC), VPC pairing, Subnets, Security Groups, VPN, Elastic I.P, (AWS) EC2, (Azure) VM, Elastic Block Storage (EBS), Multi Attached provisional Io1 and IO2 storage, S3 Buckets, FSx managed filesystems, AWS Lambda Auto Scalability and Load Balancing elasticity, Command Line interface (CLI) and AMI images. Building VXLAN tunnels on Linux Cloud VM's to support Layer 2 Decnet traffic between OpenVMS guests.

Working with customers to support OpenVMS, Solaris and HP-UX migration projects from Alpha, VAX, HP9000 and Sparc hardware to virtualized environments. This also includes migrating legacy Fortran, C and Cobol code based Applications with DCL batch scripts. This also included assessments of the hardware environment, planning the relocation to VMware on premises or AWS and Azure in the Cloud. This includes an assessment of the existing environment, recommendations for the Cloud Instances, performing the migration and data transfer to ensure that the environment performed as required in the new location. Performing management responsibilities including team meetings, project review, budgeting, expenses, one to one's, appraisals, coaching, training and general people management.

Work Experience – Previous U.S Roles

BMS Direct, Virginia

Director of Software Development and IT Manager Business Type: Printing Services

February 2020 – July 2021 (Full Time Employee)

Managing a team of application programmers to enhance the printing services environment and manage Infrastructure as Code (IAC) environments using Git repositories. Planning and Management of projects and I.T support personnel. Key aspects of the role included migrating Windows, Linux and Legacy architecture to VMware and AWS EC2 IaaS Cloud. Architecture included VMware Hosts running Windows and Linux VM's, virtualized OpenVMS and VTAlpha emulation. Development software included S1032, Datatrieve, Fortran, C, C++ and PHP. Oracle RDB and SQL Server databases.

TRC, North Carolina

Infrastructure Architect and Software Engineer - North Carolina Business Type: University of North Carolina and EPA Labs November 2016 to October 2019 (Contract)

The role supported the laboratory study of atmospheric pollutants. The role demanded the ability to program interfaces to devices that analyze the level of atmospheric pollutants in laboratory chambers.

Design and implement a resilient I.T infrastructure architecture for TRC/UNC and EPA laboratories. Create detailed software architecture design documentation. Manage CMS library vaults and Git repositories to meticulously archive Development, Test, UAT and Delivery versions of software.

Interfacing Fortran, C, Cobol, Datatrieve, DCL, OpenVMS, Oracle 9i, Oracle RDB, SQL Server, VB.NET, Apache, PHP and Windows Application architectures through ODBC, TCPIP and Serial interface to physical Thermo Analyzers, Allen Bradley PLC and Flow Controllers.

Achievements include modernizing and migrating the Alpha OpenVMS Cluster, Oracle and RDB environment from ES45 and DS10 Alpha hardware to Dell Intel architecture through Charon AXP emulation and VMware ESXi 6.7 virtualization. Training technical support personnel to administrate Legacy systems, Charon emulation and VMware virtualization.

Work Experience – Previous UK Roles

Jaguar Land Rover, Liverpool (UK) Infrastructure Solutions Architect Business type: Manufacturing January 2014 – April 2016 (Contract)

Run technical projects to migrate all Legacy VAX hardware and Applications to virtualized environments running CHARON and Windows Servers. Open-VMS, Linux and Windows also utilizing Oracle 10G databases. Another critical aspect of the role was supporting the projects for the introduction of new Production line interfaces to Open-VMS applications including Cimplicity SCADA, Allen Bradley PLC and TCPIP. Key aspect of the role was an in-depth understanding of DCL, Basic, C, COBOL and Oracle Developer scripts. Played a key technical project role for the introduction of a new Production line to ship vehicles to India and Brazil including being responsible for all Application interfaces and networking located in two JLR factories.

Tesco Bank, Scotland Solution Architect Business Type: Banking

July 2011 to December 2013 (Contract)

Support of Tesco Bank Applications running upon Open-VMS 8.3 1H1/ Oracle RDB/ Oracle 10g RAC and SAN attached Blade environments. Role included software development and testing, projects, changes, upgrades, patching and performance analysis. Scripting in DCL, Shell, COBOL, C and PHP. Replication of XP24000 SAN attached storage between sites and Apache Web Server Support. The role included the Support of the Production and Disaster Recovery Data on SAN environments covering multiple sites. Included managing Infrastructure within multiple Data Centers located in geographically dispersed locations, and detailed reporting to Infrastructure, Service Delivery Managers.

Capgemini, London Solutions Architect

Business type: Technical Support Services January 2010 – June 2011 (Contract)

Open-VMS 7.3-2 and 8.3/HP-UX11i/Oracle RDB7/Oracle 8i/9i and 10g/Oracle Forms (Contract). The role included the management of Oracle, Open-VMS, iSeries, HPUX and Suse Linux 7. Software test environments included Development, UAT and production. HP-UX 11i on HP9000 servers with HP EVA and EMC Clariion SAN environments. Involved the management of applications running upon Oracle 4.5

and 6i forms, Oracle Application Server managed web forms. Backup systems included NetBackup, Data Protector and RMAN. Duties included scripting in DCL, Basic, PHP, COBOL, SQL and maintenance of Basic scripts.

Edexcel, London Systems Administrator

Business Type: Educational Services November 2007 - November 2009 (Contract)

Open-VMS 7.x an 8.3/HP-UX/Windows 2K3 and Oracle Technical Consultant (Contract). Responsible for the performance improvement of the HP EVA SAN presenting storage to Alpha, Itanium and HP9000 servers. The environment included Open-VMS, iSeries, HPUX, Solaris, Oracle 9i RAC, Oracle RDB, Oracle Application Server, Oracle Discoverer, Windows and .NET. Primary focus was the migration from Oracle 9i RAC to 10g RAC and Open-VMS 7.3-2 to 8.3. The role also included the management of Oracle 8i and Oracle RDB 7 database systems within a securely managed network. Secure Testing environment including Dev, Test, UAT and Prod. Important aspect of the role was the planning for the upgrade from HP ES class Alpha to HP RX Itanium hardware. Intense networking role due to the combination of SAN and RAC technologies including TCPIP handshaking with .NET applications.

Oracle duties included the use of RMAN and Enterprise Manager for Alerts. Scripting tools included DCL, Shell, PHP, COBOL, C, Basic, HTML and SQL. The contract included the training and handover of Open-VMS and Oracle support to permanent technical staff through team leadership, documentation, meetings and management reports.

Fujitsu Services, London IT Manager

Business Type: IT Outsourcing Services

October 2005 – November 2007 (Full Time – Employed)

Manage multiple technical support teams of 25+ individuals administering servers and applications for clients across London. Provide technical guidance on Open-VMS, Solaris, Windows 2003, Active Directory, Oracle 9i and SQL Server 2000. Management of technical issues, staff issues, appraisals, coaching, reports, overtime, training budgets and contract hire. Role also included providing technical specifications on projects to win new business opportunities.

Cable & Wireless Telecommunications – International Assignments IT Management (Permanent)

Business Type: Telecommunications

Feb 1995 – May 2004 (Full Time – Employee)

I.T Manager – Turks and Caicos – 1995 to 1997

Project Manager – Supervising Technical Teams in Jamaica, Panama, Diego Garcia, Falkland Islands, Cayman Islands, Bermuda, Seychelles, Dubai, St Helena and South Africa - 1997 to 1999

Technical Support Manager – Panama – 1999 to 2001 Technical Support Manager – Cayman Islands – 2001 to 2004



Scott Liu, Ph.D. Oracle Database Administrator

Successful, Certified, Solid experienced highly skilled Information Technology professional with a Ph.D. grad seeks a position as Oracle Database Administrator.

SUMMARY OF QUALIFICATIONS

- Certified Oracle Professional (OCP 11g, 10g, 8i), Sun Certified Professional (SCSA 9)
- Over 20 years of extensive experience in Information Technologies (IT)
- Excellent in-depth knowledge on Oracle database internals and data structures and expertise on Oracle performance tuning
- Broad knowledge and Enterprise level hand on Experience including infrastructure, system, network, web, security, database and C/C++/Java /HTML/XML/Javascript
- A Highly motivated professional, a skilled communicator and a team player

TECHNICAL SUMMARY

Operating systems: Sun/Solaris, AIX, HP-UX, Linux, Windows server/workstation Databases: Oracle DBA (11g, 10g, 9i, 8i, 8), Oracle 10g and 11g Real Application Cluster (RAC), Oracle GoldenGate, Oracle SQL, PL/SQL, Oracle Enterprise Grid for Unix Systems: Exadata, System Performance tuning Oracle tuning tool: Ignite, Oracle Enterprise Manager (OEM), Oracle SQLDEVELOPER Programming Languages: C/C++, Java, Shell, PHP, Perl, HTML Networking & Toolkit: TCP/IP, VMware, Apache Web Server, CCNA Cloud: AWS cloud database migration service (DMS)

PROFESSIONAL EXPERIENCE

United States Air Force, Arlington, VA 3/2021 – present Senior Oracle Database Administrator from Serco

Database administration and support on US Air Force database system, Scope of major responsibilities:

- Migrate on-premise Oracle database to Amazon cloud AWS Database migration Service (DMS) RDS.
- Write shell scripts to use an Oracle index compression technique to compress indexes to reclaim disk space.
- Perform Oracle database performance tuning on numerous Oracle development, test and production databases and provided tuning recommendations.
- Write Standard Operation Procedure (SOPs) and Patch an Oracle critical patch update (OJVM and JDK) quarterly on numerous development, test and production databases
- Daily Oracle development, test and production database maintenance and support

United States Marshals Service (USMS), Crystal City, VA 6/2018- 2/2021 Senior Oracle Database Administrator from Applied-Insight

Database administration and support on law enforcement information database system. Scope of major responsibilities:

- Performed Oracle database installation and deployment; performed Oracle 19c database and an Oracle Enterprise Manager (OEM) patching and upgrades.
- Wrote Standard Operating Procedure (SOPs) documents and Design and implement disaster recovery plan using standby databases with Data Guard.
- Designed and implemented database backup and recovery strategy for numerous database applications utilizing Oracle RMAN.
- Wrote and implement numerous shell scripts and SQL scripts to proactively monitor
- Oracle database health. The scripts will email the team, depending on severity, to alert for critical database events. This proactive monitoring helped the team to find out and correct database issues before they became visible to application and customers.
- Performed Oracle database performance tuning on numerous law enforcement databases, working with dev team in quickly identifying the issue and implement root cause fix or workaroud to minimize potential risk of system downtime or outages.

The Federal Deposit Insurance Corporation (FDIC), Arlington VA 2015- 2018 Senior Oracle Performance Tuning Engineer from MacroSolutions

Oracle database performance tuning on the Claim Administration Systems (CAS) in production, QA and development environments. Scope of major responsibilities

- Key person for Oracle Database Performance Tuning with responsibility for identifying, analyzing and resolving performance issues in critical CAS Production system.
- Root cause analysis by reviewing an Oracle AWR, ADDM and ASH reports.
- Provided tuning and optimizing of an Oracle database instance.
- Helped developers to resolve an Oracle system performance by optimizing the SQL queries.
- Provided feedback to developers in improving program code and algorithms to enhance
- application functionality and system performance operating.
- Proactively monitor and evaluates database performance and functionality, inspections of application programming code.
- Interface with other teams to resolve problems with application/database systems.

Bureau of Consular Affairs, Falls Church, VA 2013-2015 Senior Database Administrator from SSCI, ActioNet

Database administration and support one of the world largest distributed Consular Consolidated RAC/ASM Databases (CCD) in production, testing and development environments. Scope of major responsibilities:

- Database Performance Tuning with responsibility for identifying, analyzing and resolving performance issues in critical Production system
- Worked with Team to migrate over 20 terabytes (TB) data from Dataguard to Exadata across the platform (from Windows to Exadata). Implemented High availability using Oracle Golden Gate Replication.
- Configured Oracle Golden Gate DownStream Integrated Extract and Replication for database migration from windows to Exadata
- Planned, Implemented and tested disaster recovery plan, using RMAN and custom written shell scripts.
- Installed, upgraded and patched of RAC databases from Oracle 10g to Oracle 11g.
- Provided advise for the logical and physical database design, development, installation, implementation, testing

U.S. Department of Defense, Alexandria, VA 2012-2013 Senior Oracle Database Administrator from VAE

Design the Enterprise Management system. Scope of major responsibilities:

- Designed and developed backup strategy and disaster recovery plan using RMAN

- Designed and developed scripts to monitor database and alert log file and write warning message into syslog file to simplify and automatic database administration task
- Worked with Team for integrating new database, server and network technologies to ensure database and system meet standard and guidelines.
- Day to day Production/Development Database administration and support

Hewlett Packard, Falls Church VA 2010 – 2012 Senior Oracle database Administrator

Re-designed the EAS IV expense assignment application and repository RAC database and setup BCS common BOXI service. Scope of major responsibilities:

- Designed and implemented an automatic shell scripts and PL/SQL packages, functions, procedures and triggers to purge obsolete EAS IV application data.
- Improved productivity and database performance on EAS IV repository database up to 96
- % by partitioning, optimizer tuning and fine-tune on specific queries. The response time significantly reduced to 5 minutes for the query that used to take a couple of hours.
- Successfully resolved many complex database performance problems such as Cache
- Buffers Chains (CBC) latch contention and significantly improved database performance.
- Provided consultation to the UNIX SA for the requirement on the database installation
- Setup fine-grained auditing (FGA) and generate FGA report in html format within the implementation and deployment.

NeuStar, Sterling VA 2009 – 2010 Senior Oracle Database Administrator

Database administration and support mission critical RAC OLTP database on Ultra DNS service, Advanced Ultra DNS, Registry, next generation message (NGM), SIPIX, iTAS service including architecture, design, development, performance tuning, troubleshooting and support. Scope of major responsibilities:

- Improved productivity by tuning database on Ultra, Registry, next generation message (NGM), Peoplesoft, SIPIX, and iTAS and many more
- Designed, normalized, developed, installed, and implemented Oracle databases and database management systems software installation and testing upgrades and patches
- Resolved critical issues affecting the configuration of the IT infrastructure; identify and
- correct poor database performance by configuring query optimizer and tuning
- Managed the operational requirements of distributed computing systems in Ultra DNS for replication, including their associated components and communication standards.
- Ensured that databases are secure and well architect for high availability including maintaining databases clustering, mirroring and implementation of failover technologies

IBM, Fairfax, VA 2007 – 2009

Senior Oracle Database Administrator

Database administration and support for the test, development on mission critical RAC OLTP and standalone production databases including performance tuning, troubleshooting and problem diagnosis for major IBM clients. Scope of major responsibilities:

- Diagnosed, restored and recovered corrupted databases and corrected any system failures;
- maintained complete documentation for contingency planning and configuration management to support the client's plan,
- Improved productivity and database performance on multiple version databases tuning
- Provided leadership on projects involving Oracle databases, including projects to upgrade and converted databases to the current version of Oracle
- Implemented and maintained Data Guard physical standby databases and activate physical standby for test to simulate the real disaster scenario
- Developed plan to conduct system and QA testing to validate computer and system design.

Wolseley North America, Newport News, VA 2005 – 2007 Senior Oracle Database Administrator
Install, Configure and Administer OLTP warehouse database system. Scope of major responsibilities:

- Installed, configured and create the Oracle 10gR2 RAC Cluster with OCFS2/ASM on Red
- Hat 4 Linux x86/x86_64 and HP-UX
- Installed, configured the Oracle 10g Enterprise Grid and patched Daylight Saving Time
- Development and production support on Oracle database
- Applied ITIL principles to database processes and procedures and the conduct project execution and day-to-day operations.
- Shell/Perl scripting to automate operating systems monitoring
- Designed and Implemented Backup/Recovery strategies and understand of the data structures and architecture provided by Oracle for Recovery in all kinds of Disaster.

EDUCATION

Ph.D., Electrical Engineering, 1993 - University of Alabama - Huntsville, AL MS, Electrical Engineering, 1992 - University

of Alabama - Huntsville, AL MS, Mechanical Engineering, 1988 - Auburn University - Auburn, AL Oracle Certified

Professional - OCP 11g, 10g, 8i

Sun Certified Professional - SCSA 9

Certificate ITIL - Foundation Certification in IT Service Management, Dec 2005 Computer Training Course Entitled: ITIL

Foundations- Dec 2005

Certificate of Completion - Technical Fundamentals for Documentum 5, Jan 2006 Certification of Completion on Oracle Database 10g:

Performance Tuning Ed1, Oracle University. June 2006

Certification of Completion on Oracle database 10g: RAC for Administrators Ed2, Oracle University, Nov. 2006

Certificate of Completion - Oracle troubleshooting and tuning by Jonathan Lewis, Oct 2009 Certificate of Completion - Oracle performance fighting

by Craig Shallahamer, Dec 2009

CITIZENSHIP U.S. Citizen

Terik Holley

PC Helpdesk
Technician



EXECUTIVE SUMMARY:

A highly analytical and multi-talented IT and software support professional with a wide range of skills in systems installation, configuration, upgrading, and maintenance in a Wintel and MacOS environment where my skills and experience can be utilized to contribute towards the growth and development of the organization.

EDUCATION:

Mercy College, Dobbs Ferry, NY

Bachelor of Science - Computers and Information Systems - GPA: 3.1

PROFESSIONAL SKILLS:

• Administration and troubleshooting expertise for a range of Microsoft OS and Windows Server products • FIX message • Experience in managing and troubleshooting Office 365 and Azure with Active Directory • Strong experience in AWS Cloud Solutions, including EC2, ECS, ELB, EBS, S3, VPC, IAM, SQS, RDS, Lambda, Cloud Watch, CloudFront, Storage Gateway, Cloud formation, Elastic Beanstalk, and Autoscaling • Splunk • Skilled in managing and configuring all physical and virtual servers, including Windows Servers 2008 - 2022 and Linux Server • Proficient in SQL data manipulation and creating SQL scripts to manipulate tables to resolve issues • Strong understanding of HIPAA and privacy laws.

Sema4 / GeneDx, New York, NY – 5/2019 – 4/2023

Systems Administrator Level 3 (Fulltime)

- Manage in administering and configuring mobile devices for enterprise users via Office365, Intune Standalone, Hybrid (SCCM integration with Intune), and Azure Directory environments.
- Assisted in Okta SSO migration from SAML.
- Support and troubleshoot user access to Okta and app integration.
- Hands-on experience with AWS EC2, ECS, ELB, EBS, S3, VPC, IAM, SQS, RDS, Lambda, Cloud Watch, CloudFront,
- Storage Gateway, Cloud formation, Elastic Beanstalk and Autoscaling
- Create and manage AWS IAM accounts, buckets, instances, and Workspaces.
- Create and manage AWS groups and group policies.
- Manage and support all access to AWS drives.
- Aligned the company's policy with the General Data Protection Regulation (GDPR) and codes of practice
- Manage and upgraded AWS databases when needed.
- Install One drive and configure automatic sync of system folders for all staff.
- Assisted in Data migration to cloud AWS.
- Project lead on Storage Made Easy migration with AWS and Active Directory.
- Troubleshoot all Storage Made Easy issues and create and manage all accounts.
- Provided application support for staff using Storage Made Easy.
- Built and configured Storage Made Easy Install package for both Windows and Mac Computers.
- Manage SPLUNK user accounts (create, delete, modify, etc.)
- Troubleshoot Medgis and create accounts.
- Create and deploy PowerShell scripts for automation.
- Troubleshoot and support all lab equipment.
- Use ServiceNow ticketing system to track and resolve all issues.
- Troubleshoot and resolve all MTapp issues.
- Install and configure cloudberry for AWS bucket mounting.
- Troubleshoot and resolve all DocuSign Issues.
- Install and troubleshoot all networked devices.
- Configure and deploy both PC and Mac computers.
- Enterprise macOS and IOS administration; with Jamf Pro
- Troubleshoot all printing and scanning issues
- Troubleshoot all VPN issues

Union Health Center, New York, NY - 4/2018 – 1/2019

IT Manager / Systems Administrator Level 3 (Fulltime)

- Managed a small Team of 3 including myself.
- Mentor the IT and managed support tickets to meet internal SLA goals on ticket resolution
- Provided application support for staff using proprietary applications.
- Create and manage Virtual Servers using vCenter, ESXi, and Thin-Apps
- Manage and support all physical and Virtual Servers.
- Manage and support both Windows Servers 2008 - 2016 and Linux Server.
- Manage and configured all Veeam Backups to AWS.
- Manage and configure all Acronis backups to Microsoft Azure.
- Create daily and weekly SQL report for upper management
- Create SQL scripts to manipulate tables to resolve issues
- Administered Intrusion Detection System configuration.
- Managed and configured all routers and switches for port manipulation.
- Provide technical XML consulting services directly to the senior management, and staff.
- Administrator of active directory to manage domain users and folder security within the domain. (RBAC)
- Successfully lead the copier replacement project and seamlessly replaced 15 Xerox copiers without an issue
- Created a PowerShell script to install copier drivers
- Created PDQ packages to deploy copier drivers, system, and application updates
- Successfully lead the workstation replacement project
- Successfully lead the Centricity Upgrade project
- Manage, and troubleshoot Centricity EMR Solutions
- Manage and troubleshoot providers, electronic prescriptions, and Pharmacies
- Manage and troubleshoot Patient Portal
- Manage and troubleshoot providers electronic prescriptions of controlled substance using Imprivata
- Manage and troubleshoot patient orders of tests
- Create and manage provider's schedule template for appointments
- Create and manage SharePoint sites for all departments
- Installed, configured, maintained, and troubleshoot Office 365, Azure with Active Directory.
- Resolve Email related issues with MS Exchange Online
- Installed and configure Skype for Business.
- Use Asterisk FreePBX to manage the phone system
- Use Nagios Monitoring Tool in Linux to monitor all the servers.
- Responsible for running, managing, and troubleshooting Robocall to remind patients of their appointment
- Use and manage Zendesk ticketing system to resolve staff issues

America Works, Jamaica, NY – 6/2016 – 2/2018

Server Administrator Level 3 (full-time)

- Worked up from level 2 – 3 Server Administrator
- Designed, Installed, configured, and maintained VMware Infrastructure consisting of vSphere, vCenter, ESXi, View, ThinApp.
- Created, configured, and maintained the Virtual Machines, and installed Guest Operating Systems (OS) such as Windows, Linux.
- Supported all physical and virtual Windows 2016 and Linux Servers.
- Diagnosed and resolved complex load balancing issues with Windows 2016 and Linux servers
- Designed and implemented the Disaster Recovery and Business Continuity plan
- Successfully completed a Gmail to Office 365 2016 migration.
- Test and resolve Connection Issues to MS Exchange Online
- Installed, configured, maintained, and troubleshoot Office 365.
- Installed and configured Skype for Business.
- Administrator of active directory to manage domain users and folder security within the domain. (RBAC)
- Configured Group Policy by the organizational unit to use login scripts written in PowerShell to perform installations.
- Install, configure, and troubleshoot Kaspersky Endpoint Security and Webroot.
- Use PowerShell Scripts to automate daily backups and notifications, create directories, and move files.
- Backup of the Virtual Machines using Veeam Backup & Replication.
- Used SCCM to create, maintain and distribute Operating Systems and applications to lab computers.
- Administrator of Spiceworks ticketing system to manage, organize, and track issues.
- Successfully completed a Salesforce migration.
- Configured, troubleshoot, and trained Salesforce to the staff.
- Created, troubleshoot, deleted, or disabled Gmail and outlook emails.
- Configured, upgraded, and maintained both staff and lab computers on separate networks.
- Configured, troubleshoot and setup up new staffs for time clock finger punch.
- Installed, configured, and troubleshoot photo ID card printing.
- Installed, troubleshoot, and upgraded proprietary applications used by staff.
- Provided excellent technical support to all users in three locations in a timely fashion.
- Managed and configured all routers and switches for port manipulation
- Supported, troubleshoot, and maintained all technical devices, such as computers, laptops both Windows and Mac, printers, routers, switches, phones.... etc.

Sandata Technologies, Port Washington, NY – 3/2016 – 5/2016

Senior Tier_2 Software Support

- Supported all Proprietary Home Healthcare web applications.
- Provided training to home care agencies on how to use proprietary applications.
- Updated and organized enhancements and bug fixes on the developer's priority list.
- Oversee all issues reported by Tier 1 and Tier 2 support agents.

United Metro Energy, Brooklyn, NY – 8/2014 – 3/2016

IT Specialist/System Admin Level 2 (full-time)

- Provided all levels of technical support to all users in all three locations
- Managed, troubleshoot, and monitored all access across the network and through the firewall by analyzing packets and traces.
- Administered Intrusion Detection System configuration.
- Manage firewall policies and various protocols (HTTPS, FTP, SMTP....)
- Managed, configured, and troubleshoot all VPN and firewall users through the Kerio firewall.
- Supported, troubleshoot, and maintained all technical devices, such as computers, Laptops both Windows and Macs, printers, routers, switches, office, and cell phones.
- Provided Windows/Linux server maintenance to maintain stability and maximize performance
- Supported and troubleshoot Google Chrome, Gmail, and other Google apps.
- Configured Acronis to take daily and scheduled backups of all servers and workstations

Surecomp Services, Hoboken, NJ – 6/2012 – 8/2014

Software Support Engineer/System Admin (full-time)

- Provided high-level technical support on all proprietary Trade Finance (Banking) web applications in production
- Made minor customizable changes to the applications and rules written in Java and JavaScript languages.
- Completed installation of proprietary software on workstations, and Servers for central installation using Citrix
- Assisted the Quality Assurance team with testing all new versions and enhancements on proprietary software before it is released to customers
- Experienced in working with FIX Protocol, XML messages and using VeriFIX to perform End-to-End.
- Contributed software engineering expertise in the development of products through the software lifecycle from requirements definition through successful deployment.
- Used Microsoft Networking Monitor application to monitor all traffic on the network.
- Responsible for generating, delivering, and tracking all proprietary license renewals
- Made changes to customers templates written in a proprietary language like HTML

1800-flowers.com, Long Island NY- 3/2007 - 6/2012

Software Support Specialist Level 2 (full-time)

- Worked up from level 1 – 2 Support specialist.
- Provided mostly remote technical support to florist using proprietary software to send/receive orders.
- Provided website support for SEO and by making customizable changes to florist websites
- Installed and maintained the Proprietary software.
- Generated "Start of Day" management report using CRM (Database management software).
- Produced other management reports to help resolve issues and maintain a smooth flow of business.

Global Resources - Tinton Falls, NJ – 9/2006 – 2/2007

Field Specialist (On-Call)

- Assisted in the Cat 5 cable and security installation
- Build the technology infrastructure for the TD Bank before the grand opening.
- Technical team leads on the Chase bank and Bank of America merged.
- Replaced cables, set up new computers and peripherals.
- Installed and set up the Chase software on the new computers.

Computer LAN and Group, Queens, NY 2/2006 - 1/2007

Field Specialist (On-Call)

- Work on call to set up the technology infrastructure and telecommunication systems.
- Troubleshoot the software and hardware of various businesses.
- Installed and troubleshoot networked printers.
- Repaired touch screen point of sale systems.
- Programmed and troubleshoot Cisco routers.

- Documented all Issues report by phone or email into Web tracker ticketing system.
- Provided best practice solutions for the Home Healthcare Industry.
- Analyzed SQL queries built for Crystal Reports.
- Made minor customizable changes to the applications and rules written in Java and JavaScript languages

- Upgraded Windows 2005 and 2008 Servers to Windows Server 2012.
- Managed the inventory of all technical devices, and purchase new devices to replenish the stock
- Administrator of Active directory to manage domain users and folder security within the domain.
- Configured Group Policy by Organizational Unit to use login scripts written in PowerShell to perform installations and drive mapping to all domain users when logging into the computer.
- Administrator of Spiceworks ticketing system to manage, organize, and track issues
- Created PowerShell Scripts to automate daily backups, create directories, move files, and troubleshoot Linux Operating System issues.
- Installed, configured, and troubleshoot Symantec Endpoint Protection and Webroot.

- Used SQL and Shell scripting, and remote support to resolve customer's issues
- Assisted with ODBC configuration
- Created and managed websites local to the Network using IIS
- Created, managed, and allowed access to all FTP sites through active directory
- Managed the ticketing system to track customer issues and follow internal and external SLA.
- Created a secured wireless network and installed and configured wireless routers and access points throughout the office.
- Supported and maintained servers, modems, and routers.
- Created, maintained, and troubleshoot over 30 virtual desktops using VMware ESXi Architecture hosted on vSphere.
- Managed all domain users and security access as the administrator of Active Directory.
- Configured Group policy by Organizational Unit to use logoff scripts written in PowerShell to clean the physical computer every time a user logoff the computer.
- Troubleshoot and resolve all employee's technical issues]

- Trained florist on how to use the proprietary software
- Used CRM (Database management software) ticketing system to log each call and outcome of the technical issue.
- Routed tickets to appropriate department(s) and person(s).
- Troubleshoot Windows and MAC Operating Systems.
- Provided support for iPhones, Androids, and Blackberries used by sales reps.
- Maintained the role of tech lead for escalated issues.

Anoop Manikya Programmer/Analyst

Savvy, self-propelled developer at heart with strong ability to translate business needs into powerful applications, integrations, analytical KPIs and business insights.

PROFESSIONAL SUMMARY:

Over 14 years of experience in the technology space involving different roles and facets. Started as a **full-stack developer** and evolved into **data and BI expert**. This gives an **edge** designing and defining robust yet **easy** to maintain architectures. Worked directly with the **C-suite** teams modeling, analyzing, and reporting patterns and trends using **Business Intelligence for critical decision making**. Have strong experience in **data warehousing** with Data Extraction, Transforming and Loading (**ETL**) and loading data using SQL Server Integration Services (**SSIS**), Data Transform Services (**DTS**) and Business Intelligence Development Studio (**BIDS**). Good knowledge of **Data Marts, Data warehousing**, Operational Data Store (ODS), OLAP, Data Modelling like Dimensional Data Modelling, Star Schema Modelling, Snow-Flake Modelling, FACT and Dimensions Tables using MS Analysis Services. Knowledge of **Azure Data Bricks** while migrating On-Premise to Azure. Developed/managed complex SQL queries, UDFs, views, and Stored Procedures to perform data transformations in **RDBMS** like MS SQL, PostgreSQL, MS SQL, My SQL. Developed robust ETL pipelines from a variety of data sources using **NoSQL** and SQL with **AWS & Big Data** technologies (Dynamo, Kinesis, S3, and Hive/Spark). Knowledge in creating service principles and APP registration in **Azure cloud** to set up PBI dataset dynamic refresh from ADF from CI/CD pipelines. Practical understanding of the **Data Modeling** (Dimensional & Relational) concepts like Star Schema **Modeling**, **Snowflake** Schema Modeling, Fact and Dimension tables. Good knowledge in end-to-end implementation of using Azure Cloud from **Data Lake to Synapse** DB through **Data factory**, Azure Analysis to do data modeling, and then using **cubes** in Power BI to improve performance. Experience in filtration like - Page Level Filters, Report Level Filters, Visual Level Filters in Power BI. Extensive database programming experience in **writing SQL**, User Defined Functions, Triggers, Views, Temporary Tables, and Indexes using various DDL and DML commands. Developed and managed Business Intelligence applications utilizing SQL server, flat files, CSV, JSON, T-SQL, MS BI stack (**SSIS, SSAS, SSRS**), MDX, **DAX**, Azure, AWS, **Power BI**, Power Pivot, Power View, Crystal Reports, **MS Access**, Qlik sense, ad-hoc and **Tableau**. Experience in creating different **visualizations** using standard charts (Stacked bar, waterfall chart, Clustered bar Chart, Scatter Chart, Pie Chart, Donut Chart, Line and Clustered Column Chart, Map, Slicer, gauge chart) and Custom charts (scroller, tornado, sankey, word cloud visual and radar) in Power BI. Used Power BI tenant to control the **PBI API** extraction from the capacities. Created **interactive dashboards** by using Power ON applications to be enabled write-back functionality from PBI services to **synapse** DB. Having knowledge in creating the MDX queries to access cubes and dimensions (SSAS). Sound Experience and understanding of SSAS, **OLAP** cube, and Architecture. Created calculated columns and measures using **DAX**. Good knowledge in using **SSIS Control Flow** (Execute SQL task, Foreach Loop Containers, Script Task, File Task, Expression Task, etc.) and SSIS Data Flow (Derived Column, Count, Multicast, Conditional Split, Lookup, Data Conversion, etc.) Experienced in working in **AGILE** based development environment and participating in **Scrum** sessions, Sprint planning, and **Standup calls**. Extensive use of systems like **Jira**, Monday.com, like work prioritization systems. **Flexible, enthusiastic**, and project-oriented team player with **excellent communication skills** with leadership abilities to develop a creative solution for the challenging requirement of client.

SKILLS:

- Programming Languages:** SQL, T-SQL, PL/SQL Dynamic SQL, MDX, HTML, XML, DHTML, C#, VB Script, Shell Scripting, C#.NET, VB.NET, ASP.NET, ADO.NET, Visual Studio, XML, ActiveX, MS Access, DAX, AngularJS, JS, CSS.
- Cloud Technologies:** Azure, Azure Data Lake Storage Gen2, Azure Data Factory, Azure Databricks, Azure SQL, Cosmos DB, Azure Synapse
- Visualization Tools:** Power BI Desktop, Power BI Service, Tableau
- RDBMS:** MS SQL Server 2000/2005/2008/2012/2014/2016, MS Access 97/2000/2003, Sybase, Teradata V2R5, Oracle 8i/9i/10g, IBM DB2 UDB 8.2/8.0, MS Visual Source Safe.
- Database Design Tools and Data Modeling:** MS Visio, ERWIN 4.5/4.0, Star Schema/Snowflake Schema modeling Relational, Fact & Dimensions tables, Dimensional and multi-dimensional modeling Physical & logical data modeling and De-normalization techniques, Kimball & Inman Methodologies, MSX, MS Access, MS Project.
- Tools And Utilities** SQL Server Management Studio, SQL Server Enterprise Manager, SQL Server Profiler, Import & Export Wizard, Visual Studio.Net, IIS 6.0/7.0 Microsoft Management Console, Visual Source Safe 6.0, DTS, Business Intelligence Development Studio (BIDS), Crystal Reports 9.0, Power View, Power Pivot, Business Objects, Web Services.
- Operating Systems** Windows 95/98, NT, Windows 8/7/XP/2003/2000, Unix, MS- DOS.
- DWH / BI Tools** SQL Server Reporting Services (SSRS), SQL Server Analysis Services (SSAS), SQL Server Integration Services (SSIS), Business Intelligence Development studio (BIDS), Visual Studio, Crystal Reports 9.0, Performance Point Server, ProClarity, SQL*Plus, SQL*Loader, MS Visio, Erwin, Informatica 6.x.
- Version Control and Configurations:** Visual SourceSafe 6.0/2005, Remedy Change Management, Clear Case, Clear Quest, Visual Studio Team Foundation Server, Azure DevOps, GitHub
- Packages:** MS Office, MS Outlook (Microsoft Office Suite), Microsoft Office SharePoint Server (MOSS) 2007, Microsoft Performance Point Server 2007.
- Portal:** SharePoint Portal Server 2003/2007, Windows SharePoint Services

EDUCATION:

- Masters** in Business Administration (U.S.A)
- Bachelors** in Computer Science and Information Technology

PROFESSIONAL EXPERIENCE:

Global Leadership Network, IL (July 2018 – Present)

Market leader in hosting live events, products, and courses across 123 countries and 60+ languages with 100k attendance for events.

Sr Data and BI Solutions Engineer

(Multiple Clients and Implementations)

(Multiple Clients and Implementations)

- As a Power BI and Tableau SME responsible for the design, development and production support of interactive data visualizations used across the company.
- Assisted with all the data needs to support ASP.NET web application using C#, MVC 4, jQuery, AJAX, HTML5.
- Azure Data Factory for implementing the pipelines and flow to prepare for ETL migration.
- Backing up the database, design reports as of requirements, ensuring data consistency and analyzing the data.
- Backing up the database, design reports as of requirements, ensuring data consistency and analyzing the data.
- Built and supported web applications on Angular JS, ASP.NET, C#. Helped migrate several legacy applications from VBscript, Microsoft Access to name a few.

Business Analyst

Client: Major E-commerce Platform Provider

Client: Major Financial Services provider

Client: Major Insurance Provider

Client: Major Marketing and Data Analytics Provider

- Collaborate with product owners to prioritize the product backlog items and maintain a healthy product backlog. Developed and consumed web service and window service for Plan scheduling and tracking
- Configuring Power BI Gateway for SSAS live connection.
- Conversant with all phases of Software Development Life Cycle SDLC involving Systems Analysis, Design, Development, and Implementation.
- Converted Crystal Reports and Webi Reports. Created packages with Ragged Right data mapping.
- Created and maintained databases, tables, stored procedures, indexes, database check constraints, and business rules using T-SQL.
- Created database objects like tables, views, indexes, and triggers in MS SQL Server that support relational and dimensional database models.
- Created reports in Power BI preview portal utilizing the SSAS Tabular via Analysis connector.
- Created schedule refresh in Power BI service to reduce manual efforts and done manual refresh for weekly and monthly dashboards.
- Created SSIS packages for File transfer from one location to the other using FTP task with Master SSIS Package to run all other packages.
- Created stored procedures and SQL queries to pull data into the power pivot model.
- Created user variables, property expressions, script task in SSIS.
- Creating Tabular reports with SQL Server Reporting Services (SSRS).
- Deployed reports and created report schedules and subscriptions. Managing and securing reports using SSRS.
- Designed and created views for security purposes, implemented rules, defaults, user defined data types, documented the table relationships with diagrams.
- Designed and documented the entire Architecture of Power BI POC.
- Designed Cascading Collapsed, Printable, interacted reports drill-down and sorting functionality.
- Designed Daily Sales Reports or Dashboards using Power BI to build robust applications to provide insights on Sales key metrics such as Turnover, Gross Sales Volume, Trade Terms, along with the product and customer details their daily trends and so on.
- Designed Data Pipelines for data flow across systems using cloud infrastructure. Designed seamless integrations between CRM systems like MS Dynamics, Salesforce, Wordpress and E-commerce transaction systems.
- Designed different type of reports including Tabular forms, Matrix cross Tab report form, Conditional, List items, Charts and Sub reports.
- Designed packages in SSIS 2008 with various complex transformations such as derived column, conditional split, lookup, aggregation, execute SQL task.
- Designed rich dashboards with Power BI and prepared user stories to create compelling dashboards to deliver actionable insights.
- Designed SSIS design architecture which indicates the flow of data from various sources to target.

- Designed, Developed and Deployed custom reports in MS SQL Server environment using SQL Server Reporting Services.
- Designed, developed and tested various Power BI and Tableau visualizations for dashboard and ad-hoc reporting solutions by connecting from different data sources and databases.
- Designed, developed, and maintained a data warehouse.
- Designing, developing, and testing the ETL (Extract, Transformation, and Load) strategy to populate the data from various source systems feeds using SSIS.
- Develop use case stories and designed data related technical documentation for users. Importing data from sources like Excel, SQL Server.
- Developed and automated SSIS packages to perform Extraction, Transformation, and Loading (ETL) of data from various sources like Flat files, MS Excel, CSV, and MS Access to SQL Server.
- Developed and published reports and dashboards using Power BI.
- Developed complex database objects like complex stored procedures and complex UDFs
- Developed complex DAX Queries to generate computed columns for power BI reporting.
- Developed complex DAX Queries to generate computed columns.
- Developed complex SQL queries (Stored Procedure and Triggers) and performed optimization of databases and tuning of long-running SQL Queries by using SQL Server Profiler and SQL Tuning Advisor.
- Developed script for data manipulation and ensuring data integrity.
- Developed SQL stored procedures building business rules and transformations in SQL Server 2005
- Developed various solution driven views and dashboards by developing different chart types including KIP's, Custom Visuals, Column charts, Pie Charts, Bar Charts, Funnel charts and Waterfall charts.

Environment: C#.Net, SQL, MS Access, Excel, WinForms, MS-Access, MS-SQL Server 2008, Crystal Report, ADO.net.

Environment: MS PowerPoint, Excel, Access, C#.Net 3.5, SQL, WinForms, MS-Access, MS-SQL Server 2008/2012, Crystal Report, ADO.net

Environment: MS SQL Server, T-SQL, Cognos, Data Stage. MS SQL Integration Services, MS SQL reporting Services 2008, Microsoft Visual Studio, SharePoint Designer, SQL Server Management Studio.

Environment: MS SQL Server, Visual Studio, C#, SQL, SQL Server Integration Services (SSIS), Data Warehouse, Power BI, Oracle DB, SQL, Unix, Windows 10, MS Office,

Environment: SQL Server 2012, SQL Server Management Studio (SSMS), MS BI Suite (SSIS/SSRS), SQL Server Data Tools (SSDT), Excel VBA/ Macros, MS Office Suite 2010 (Excel, PowerPoint, Word),

Tableau 10, JIRA, Microsoft Power BI, WebEx, Agile/Scrum, C# .net

Environment: SQL, Azure, C#, ADF, Share Point, SQL Server, ETL, SSIS, T-SQL, Power BI, O365, Excel, Tableau, SQL Server, WordPress, SSRS, AAS, Azure Cloud, AWS, Azure Data Lake, Snowflake, Sales Force, CRM Dynamics, Google Analytics.

- Excellent understanding of Data modelling (Dimensional & Relational) using fact and dimension tables and relational databases.
- Experienced in administrating the created reports and assigning permission to the valid users for executing the reports.
- Expertise in writing complex DAX functions in Power BI and Power Pivot.

Full Stack Developer

- Gathering Business requirements designing logical models which describes entire data and their relationship.
- Generating parameterized reports, drill down, drill through reports
- Implementing various SSIS packages having different tasks and transformations and scheduled SSIS packages.
- Imported data from amazon redshift ODBC Driver, SQL Server, Excel, CSV, Share Point, Snowflake to Power BI to generate reports.
- Imported Data from various sources such as SQL Server, SQL DB, SQL Server Analysis Services, Excel, etc. Worked on Data Modeling in Power BI.

Indeed like product with insights for service providers, Integrations with external applications. Provides coordination and collaboration platform for users.

- Installed and configured Enterprise Gateway and Personal Gateway in Power BI Services.
- Interacted with business resources daily to analyze business processes, requirements progress, and deliverables.
- Involved in automating SSIS Packages using SQL Server Agent Jobs. Generated Parameterized reports, Sub reports, Drill down, and Drill through reports using SQL Server Reporting Services (SSRS) working along with MDX queries.
- Involved in creating tables, stored procedures, Indexes, data flow diagrams, Entity Relationship Diagrams.
- Involved in gathering, understanding, and validating the project specifications.
- Involved in migration of large amount of data from OLTP to OLAP by using ETL Packages.
- Involved in multi-tier Java and J2EE based applications support, responsible for writing business logic using core Java, SQL queries for the backend RDBMS.
- Involved in requirements gathering, logical and physical data modeling, developing fact and dimension tables, configuring ETL workflows to populate fact and dimension tables, and developed Cubes and reports for analysis.
- Involved in the optimization of SQL queries which resulted in substantial performance improvement for the conversion processes.

Jobs N Profile Inc., CA (Feb 2012 - Mar 2013)

Lead SQL/BI Developer

Market leader providing software consulting and implementation services to Fortune 500 companies.

Market leader providing software consulting and implementation services to Fortune 500 companies.

Marlabs Inc., NJ (Apr 2008 - Feb 2012)

- Meet customer and project objectives by Developing and leading project execution. functions which included: planning, tracking, reporting, reviews, quality management and communications, risks and issues within the construct of the Agile delivery framework Predict.
- Modeled and designed the architecture of the SQL Server database.

NSS Inc., CA (Mar 2013 - June 2018)

- Optimizing stored procedures, T-SQL, views, and functions for the best performance.
- Participated in project planning sessions with project managers, business analysts, and team members to analyze business requirements and outline the proposed solution.
- Prepare source-to-target mapping data, like claims, insurance, and provider-related data.
- Proven experience in IT industry with business analysis, development and Database focusing on Requirement Analysis, Development, Testing, Administration, and Implementation of application and BI Solutions.
- Re-designed and Re-developed several Resource Management dashboards using Power BI Tool.
- Refining and automating regular SQL processes, tracking issues, and documenting changes.
- Responsible for deploying reports to report manager and troubleshooting for any error occurs in execution.
- Responsible for designing Power BI dashboards using Tabular and Multi-Dimensional Models based on the requirements of the customer needs.

Sr. Applications and BI Engineer

Sr. Business and Data Analyst

- Storage development and design utilizing Blobs, Tables, Queues, Files.
- Troubleshooting and correcting production ETL issues.
- Understand and document customer needs and develop solutions to manage project schedules(sprints) and resources. Resolves conflicts and removes impediments to facilitate sprint progress.
- Unit testing, System testing of the newly developed components and also coordinating the UAT with the Business teams.
- Used T-SQL queries with the help of Stored Procedures, Functions, Triggers, Cursors, Views, and Indexes and performed unit and system testing, troubleshooting and bug fixing in development and QA environments.
- Used various Transformations such as for loop container, For Each loop container, execute package task, FTP task, Bulk Insert task, Script task in SSIS Control Flow and Row sampling, Lookup, aggregate grouping in SSIS Dataflow.
- Used XML Serialization techniques.
- Utilized Power BI Gateway to keep the dashboards and reports up to date.
- Utilized Power Query in Power BI to Pivot and Un-Pivot the data model for cleaning and massing.
- Weekly presentation to the business users about the reports and their changes as required.
- Well Experienced in Debugging, Optimizing the Dashboards / Reports and Performance Tuning of Dashboards / Reports Power BI and report tuning techniques in Power BI to meet client requirements and applying best test approaches before delivering the product.
- Worked on all types of transformations that are available in the Power BI query editor.
- Worked on Data Warehouse Modeling with SQL Server Analysis Services (SSAS).
- Working on developing dashboards, performance optimization and various ad-hoc change requests as per the client requirement to provide insights on the most granular level and make the applications user friendly and System Integration Test (SIT) to maintain data accuracy.
- Writing Stored procedures, Triggers, cursors and creating indexes.
- Wrote SQL Queries and SP. Tested backend with complex SQL commands on database using SQL.

THOMAS G

Network Administrator/Technician

I have over 20 years of experience in administration, management, and operations in the information technology industry. My background has been extensive in the design and implementation phases of local area network (LAN) and wide area network (WAN) equipment and services. My experience has been a collaboration of design, deployment and management of Cisco Systems hardware and software management systems. I have participated with and supervised a group of network and systems technicians that routinely satisfied time commitments from senior management while maintaining rigid budget controls. I have been involved in the complete migration of a UC Platform upgrade utilizing Cisco Systems latest technology to provide a stable platform for Voice Communications.

SUMMARY

Highly Skilled Cisco VOIP Engineer

Diversified Senior Network Voice Engineer with Cisco LAN/WAN consulting experience. Proven leadership ability to manage technology projects from conception to implementation with testing being a focal point of the project deliverable. Customer oriented team player ready to take on new challenges.

Skills

Network/Telecommunications: Provisioned DS0, DS1, DS3 circuits across the ATT, Verizon and Quest Communications Networks, Cisco Products (Routers and Switches), Wide Area Application Services (WAAS), Concentrator, Nortel Contivity Extranet VPN, F5(Big-IP), CSU/DSU's, TCP/IP, IPX/SPX, OSPF, EIGRP, NAT, and ISAKMP, IPSEC, Frame Relay, ISDN, VPN, T1, 10/100/Gig Ethernet, dial-up, PPP

Operating Systems: Cisco IOS, CatOS, DOS, Windows 3.0-10, Novell Netware

Policy Management: Cisco ACI
Security Products: Cisco (Firewall Switch Module/FWSM, ASA and Pix), Checkpoint Firewall-1.
Analysis products: Cisco NAM (Network Analysis Module), Solarwinds, Wireshark/Ethereal, HP Openview.
Voice/Call Center: Cisco CallManager 7.x, 8.x, 9.x, 10.x., Cisco UCCX 7.x, 8.x, 10.x., Cisco UCCE 9.2, 10.6., Unity Voicemail 5.x, 8.x, 9.x., 10.x.

EXPERIENCE:

T. H. Gray & Associates Inc., President, Consultant September 1994 – Present

- Manage and maintain Cisco Unity Voice Mail Server
- Manage and maintain Cisco CallManager Server.
- Configured and Tested Cisco 2900, 3900 Series Routers for site to site Wan connectivity.
- Configured and Tested Cisco 3850 Catalyst Switches
- Configured and Tested Cisco 6500 Series Routers for Layer 2 Switching
- Manage network drawings and documentation using Microsoft Visio Professional
- Developed, implemented, and maintained a Corporation wide NetWare Directory Services (NDS) tree structure.
- Developed and implemented the migration of a Novell NetWare 5.0x infrastructure to a 600 user Windows 2000 Active Directory infrastructure. 12 sites were connected via OC/3 to Fraction T-1 provisioning.
- Utilized TCP/IP to route and segment multiple locations throughout the network.

Honeywell Intelligrated, Cisco IPT Voice Engineer, Consultant for Infotree Global

August 2018 – August 2020

- Responsible for the Network Design of the Honeywell Intelligrated Cisco Voice Ecosystem.
- Managed the day to day operations of the Honeywell Intelligrated Cisco Voice Infrastructure Ecosystem.
- Managed and maintained the VMWare host on all UCS Servers
- Managed and maintained the Cisco Call Manager 11.x Servers
- Managed and maintained the Cisco 2900 and 3900 Series Voice Routers Ecosystem
- Managed and maintained the Cisco Telepresence SX20 and SX80 platform
- Managed and maintained the Voice infrastructure documentation and drawings utilizing Microsoft Visio Professional
- L3 technical resource for troubleshooting voice and related telecom network issues, analyzing traffic and facilitating capacity planning.
- Assisted the implementation of Cisco ACI on Cisco 9K Switches, part of the team to develop policies for Centralized Management of the Voice Ecosystem as Microsoft Teams EV (Enterprise Voice).
- Responsible for the inventory of all Voice PRI and SIP Circuits in the Honeywell Intelligrated Ecosystem. Responsible to set up carrier account and sub account and new PO creation for SIP carrier.
- Responsible for migration from old circuit type to SIP
- Responsible for LOA agreements between carriers to port DID and analog phone numbers.
- Responsible for working with carriers (Sprint, Verizon) on porting DID's and analog numbers on scheduled maintenance windows.
- Analyzed CSR reports from Verizon to determine DID usage in St. Louis office.
- Responsible for integration planning and installation, configuration, maintenance, support, and optimization of hardware, software, and communication solutions and services for the Voice Ecosystem at Honeywell Intelligrated.
- Responsible for the migration of Cisco Contact Center Express to NICE InContact Cloud Based IVR.

CSRA, Telecommunications Engineer, Consultant for The ACI Group

June 2017 – January 2018

- The Department of Veterans Affairs (VA) requires the ability to efficiently identify, integrate and manage secure cloud computing services on an ongoing basis.
- Excel data analysis, charting and Qualitative supporting documentation creation/management in support of RFP submittals.
- Validation of infrastructure capabilities to identify VA internal assets required to support cloud service delivery migration.
- Provided End of sale/End of Support verification for current network devices and Software for migration direction and support.
- Analyzed VA regionalized Data Circuits, Voice, LAN and WAN Cisco network devices, configurations for port count and utilization by region and site.
- Analyzed CSR reports from various carriers to determine DID allocation in several VA facilities in Ohio and Michigan.
- Maintained and sustained an inventory database on the VA network.
- Reviewed all systems to ensure all elements of the order are captured accurately and consistently from database to database.
- Consult as an enterprise cloud services broker (ECSB)integrator to manage a portfolio of cloud computing services across multiple vendor and internal VA offerings.
- Consult as a telecommunication engineer to inventory existing VA Unified Communications infrastructure using a standard template. The baseline will be used to identify VA Unified Communications infrastructure. The number of known VA facilities is roughly 1600.
- Determine VA network supportability, network design and application hosting configuration must all be brought into alignment with modernized service delivery to create confidence in service quality across the VA enterprise.
- Work with the Objective 2 team to upgrade Avaya PBX to Cisco Call Manager v10.5.2.
- Familiar with telecommunication carrier technologies, terminology, and Unified Communications infrastructure.
- Responsible for the Network Design of the Cisco Voice Network using Microsoft Visio Professional.
- Responsible for the inventory of existing VA circuits and telecommunications (PBXs, Conference Bridges, Routers etc.) using a standard template.

Cintas Corporation, Systems Engineer II

May 2016 – March 2017

- Responsible for the Network Design of the Cisco Voice Network.
- Documented Network ecosystem using Microsoft Visio Professional.
- Upgrade the Avaya PBX to Cisco Call Manager v10.5.2.
- Upgrade the Cable Plant Infrastructure in Chicago Distribution Center.
- Upgrade the Cable Plant Infrastructure in Mason Corporate Offices and Distribution Center.
- Responsible for the porting of existing Sprint DID's to Verizon to cut cost by 25% and expand the voice ecosystem in the Contact Center.
- Configured Nexus 5k, and 7k Switches for Core Infrastructure Management.
- Rollout new Cisco phone equipment in Chicago and Mason facilities.
- Decommission of Avaya PBX and Call Center environment to Cisco UCCX platform.
- Submitted PO's for the purchase of new Cable Plant infrastructure from Black Box
- Worked with Cisco to get 54% discount on purchase of new routers, switches, UCS Servers to build new Call Manager, UCCX, Unity Voicemail, IM and Presence environment that would allow for HA configuration.

Assurant Specialty Property, Cisco Voice Engineer

November 2013 – December 2015

- Responsible for the Management of the Enterprise Voice Services Infrastructure.
- Responsible for the Management of multiple Cisco Call Manager 9.x Servers.
- Responsible for the Management of Enterprise Contact Center Administration (UCCE).
- Involved in the integration planning and the installation, configuration, maintenance, support, and optimization of hardware, software, and communication solutions and services.
- Served as Tier-Three technical resource, troubleshooting voice and related telecom network issues, analyzing traffic and facilitating capacity planning.
- Assisted Network and Data teams in the implementation of Aruba Networks 7000 Series Cloud Controller
- Subject matter expert in selected voice related applications systems that the Operations team supports in general.

Cincinnati Bell Technology Solutions (CBTS), Cisco VOIP Engineer

May 2012 – September 2013

- Responsible for the Design and Deployment of Cisco Networking Technologies for Catholic Health Partners and Mercy Health Partners
- Configured Cisco C200 Series Servers for VMware Deployment and Cisco Call Manager Integration
- Configured and deployed Cisco Nexus 5k, and 7k Series Switches
- Configured and deployed Cisco 6500 Series Switches
- Deployed Cisco Tandberg Telepresence Systems
- Conducted Site Surveys for Network Infrastructure upgrades
- Configured and Installed Cisco 3900 Series and 2900 Series Routers to provide BGP Routing to connect various EIGRP, and OSPF Topologies.
- Managed VOIP Infrastructure for Catholic Health Partners Facilities
- Responsible for Provisioning MPLS Ethernet Circuits.
- Worked with Cisco to procure new equipment for customers of CBTS.
- Worked as the design and implementation engineer in several Cisco CUCM deployments.
- Installed CUCM 8.5 with ISDN PRI and multiple remote sites with SRST failover to local POTS lines.
- Installed 17 Cisco Tandberg Telepresence Systems
- Worked as part of a team that was responsible for deploying over 10,000 Cisco IP Phones nationally.

Standard Register Company, Network Integration Engineer

July 2010 – February 2012

- Responsible for management and improvement of all telephony services
- Independently manage day to day operations for voice support
- Ensured all Standard Register service and incident request are responded to and resolved within the specified SLA timeframes.
- Wrote Purchase Orders to procure new networking equipment from Cisco, CDW, Insight Global, and various vendors to complete infrastructure projects.
- Reviewed, understood, and complied with all service provider support documents and procedures
- Managed service providers (Verizon, NEC, Contingent, etc.) to meet our defined SLAs.
- Validated all existing documentation for voice support.

- Implemented Riverbed WAN Optimization SteelHead devices to control network traffic and optimize data thru put for Cloud Based Applications.
- Configured and Tested Cisco 7200 Series Routers for Layer 3 Routing.
- Configured and Tested Cisco 6500 Series Switches for Layer 2 and Layer 3 Switching.
- Configured and Tested Cisco 4500 Series Switches for Layer 2 and Layer 3 Switching.
- Responsible for maintaining WAN Protocols BGP, and EIGRP to support Global Network Infrastructure.
- Updated IT SharePoint site with the most current documentation.
- Provided clear and concise weekly status updates for all significant activities and events that occurred in the voice environment.

Pomeroy I.T. Solutions Inc., Senior Network Engineer

May 2008 – July 2010

- Responsible for configuring and managing Cisco routers and switches, and Cisco Series Content Services Switches (CSS) and devices to load balance high volume Internet/Ecommerce traffic infrastructure for the production, development, and quality assurance environments.
- Responsible for the management of all networking assets in all Pomeroy production facilities including engineering, maintenance, troubleshooting and performance tuning to meet aggressive Business SLA's.
- Consulted with Cisco Sales engineers to procure new networking equipment for infrastructure upgrades to the Voice and Data networks in Hebron
- Responsible for WAN Engineering, capacity planning, traffic engineering, circuit acceptance and troubleshooting coupled with proposing enhancements to the network architecture and lead deployment efforts.
- Responsible for designing and maintaining OSPF, and EIGRP Wan Protocols for Network Infrastructure.
- Implemented new UC Solutions platform with Cisco MCS-7845 Servers, 3 Call Manager Servers, 3 UCCX Server, 2 Unity Voicemail Servers
- Configured and maintained Cisco 5500 ASA Firewalls.
- Built IPSEC VPN Tunnels to allow Business to Business Communications, and to allow Remote VPN Tunnels for Work at Home Associates.
- Managed and maintained Cisco Call Manager 7.x
- Managed and maintained Cisco IPCC Express 7.x
- Managed and maintained Cisco Unity Voice Mail Server 7.x
- Managed and maintained and Tested Cisco 7200, 3600 and 2800 series routers, and 6509 & 3750 switches.

Hewlett Packard, Network Design Engineer III, Consultant for Adea Solutions

April 2007 – February 2008

- Provide Level III Technical support for Annual Technology Refresh Project (ATRP) for Proctor and Gamble (P&G)
- Manage Site design and network re-engineering for ATRP.
- Configured and Tested Cisco 7200 Series Routers for Layer 3 Routing.
- Configured and Tested Cisco 6500 Series Switches for Layer 2 and Layer 3 Switching.
- Configured and Tested Cisco 4500 Series Switches for Layer 2 and Layer 3 Switching.
- Responsible for maintaining WAN Protocols BGP, and EIGRP to support Global Network Infrastructure.
- Responsible for technical remediation of P&G Global Network Infrastructure.
- Responsible for provisioning MPLS circuits to connect Global Network Infrastructure.
- Coordinated network re-design with on-site HP and P&G LAN and WAN teams.
- Coordinated procurement and deployment of new Cisco network equipment for P&G Plants and Offices.
- Assisted Level I and Level II technicians with configuring and testing of Large size Cisco Routers and Switches

New Sabina Industries Inc., Technical Senior Administrator

September 2003 – May 2006

- Responsible for the day to day technical operations for Infrastructure and Technology.
- Implemented new technology upgrades which have saved the company approximately 1.5 Million over 2 years.
- Completed the design and deployment of a New Cisco System Network Wireless Infrastructure.
- Purchased new Routers and Switches from Cisco to complete a wired and wireless network infrastructure upgrade project.
- Managed the VOIP Network and technical equipment in the Columbus Sales Office.
- Managed and maintained and tested a Cisco 4507 Core switch, with 15 Catalyst 3560 workgroup switches.
- Managed and maintained and tested 35 Cisco 1230 Wireless Access Points.
- Managed and maintained and tested 4 Cisco 1760 Routers
- Managed and maintained and tested 4 Windows 2003 Domain Controllers utilizing Active Directory for 400+ users.

Dayton Urban League, IT Manager

September 2000 – July 2002

- Completed the design and deployment of a new Windows 2000 Active Directory Network which saved them approximately \$100,000.
- Completed the development of a corporate web site and Internet Information 5.0 Server, Exchange
- 2000, and SQL 2000 Servers.
- Managed and maintained and tested 4 Cisco 3500 Series Switches.
- Managed and maintained and tested 2 Cisco 1760 Routers
- Migrated Windows NT 4.0 Users, Printers, and Computers to Active Directory Domain objects.
- Created a logical structure of the Active Directory and divided it into four parts for the Dayton Urban League.
- Successfully conducted training classes on Windows 98 and Office 2000 platform for staff personnel, guild members, and the year-round employment training program.

Information Systems Consultants Inc., IT Manager, WAN Consultant

March 1999 – July 2000

- Managed several Y2K Infrastructure Projects for the City Of Chicago, which included the Department of Revenue and the new Center for Cultural Arts which resulted in a net profit of approximately \$250,000.
- Managed the configuration, testing, deployment and installation of 16 Nortel Centillion 5000 series 12 blade ATM Switches, and 4 Nortel Centillion 1400 ATM backbone Switches.
- Responsible for the recruitment, hiring, training, and support of our IT staff personnel.
- Developed and implemented the conversion of a 350 user Novell NetWare 4.1 WAN to a 400 user Windows NT 4.0 WAN.
- Successfully utilized TCP/IP to route and segment multiple locations throughout the network using 3 Cisco 1700 Series Routers.
- Provided 2nd tier technical support to clients, staff, and 1st tier technicians.

Alpha Kappa Alpha Sorority, Inc., IT Manager

February 1998 – December 1998

- Responsible for managing the Information Technology Department at the national headquarters based in Chicago.
- Managed and maintained a Windows NT 4.0 Network with 4 servers and 25 Workstations.
- Successfully completed the installation and configuration of Microsoft's BackOffice 4.0 family of server products including Microsoft Exchange Server, Proxy Server, Internet Information Server, and SQL Server.
- Managed, tested and maintained the telecommunications equipment for Sorority which consisted of a fractional T-1 line and two Cisco 4510 Routers.

CONSULTING EXPERIENCE:

Ameritech, Wan Specialist, Consultant

January 1997 – November 1997

Hurco Companies, Corporate Network Engineer

June 1995 – August 1996 (contract)

Nelson & Associates Inc., LAN/WAN Consultant,

October 1993 - May 1995 (contract)

Center Township Trustee, Data System Specialist,

January 1992 - July 1993

SECURITY CLEARANCES

PUBLIC TRUST: September 2017

CERTIFICATION:

CISCO CCNA: 2012 SCORE 815 out of 850

CISCO CCNA: 2011 SCORE 780 out of 850

EDUCATION:

CISCO ICND1: Global Knowledge, 2008

CISCO ICND2: Global Knowledge, 2009

CISCO UCCA: Global Knowledge, 2010

CISCO UCCD: Global Knowledge, 2011

Wilberforce University, BS, Information Technology, 2003

MICROSOFT, Re-Certification Windows 2003

MCSE, Wave Technologies, June 1999

MCP, Wave Technologies, December 1998

Central State University, Finance and Computer Information Systems, 1983-1987

ORGANIZATIONS:

Kappa Alpha Psi Fraternity Inc.; Dayton Alumni Chapter – Member

American Management Association – Member