

**Objective:**

A challenging position in a dynamic environment requiring exceptional communication and organizational skills, an entrepreneurial mind set, and technical expertise.

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**Summary:**

A motivated team player with advanced communication skills and strong history of servicing customers. Utilizes management and technical experience to make solid decisions to address operational issues. Fills multiple job functions and roles and adds organizational value by being flexible in difficult situations and learning new technologies. Provides leadership and works consistently to improve and develop resources.

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**Professional Experience:**

**Shriners Hospital for Children (May 2015-Present)**

Enterprise Storage Architect (March 2016-Present)

- Recommended, installed, configured and maintained a large distributed Storage Area Network (SAN) and Networked Attached Storage (NAS) environment.
- Managed, monitored and tuned multiple SAN and NAS environments using local and remote command-line and GUI tools.
- Responsible for interconnect, replication, synchronization, backup, recovery, and disaster recovery of storage systems
- Worked with Information Services department managers and technical staff located throughout North America in all aspects of vendor / solution validation and selection, purchasing, installation, sizing, performance tuning, support, alerting, coordinating 3<sup>rd</sup> party support, maintenance, and training.
- Collaborated with third parties and other vendors to implement and support hardware and software upgrades across multiple sites while maximizing uptimes and maintaining transparency.
- Managed software maintenance for storage arrays with multiple vendors across multiple sites.
- Budgeted, planned and procured storage environments and backup solutions.
- Provided storage purchasing recommendations based on current utilization, growth, and new projects.
- Monitored hundreds of backup jobs and clients across multiple sites daily and improved overall performance by identifying and resolving network issues and working with business application owners to coordinate resource availability.

System Administrator (May 2015-March 2016)

- Coordinated with storage team to complete backup, recovery and migration of data at multiple locations to new storage hardware (NAS devices).
- Worked with third parties, business application owners and network team members to implement a DMZ environment for collaboration with other medical entities.
- Provided technical support for business and clinical applications (Cerner, Lawson, McKesson).
- Supported and maintained complex Citrix and VMWare infrastructures on HP C7000 blade systems.
- Installed, migrated and upgraded health information systems.
- Managed Active Directory, share and file permissions for the enterprise.

**MRIGlobal**

System Administrator (August 2008-May 2015)

- Inherited migration in-progress from Exchange 2003 to 2007. Completed without service interruption. Planned, designed and executed upgrade and migration from physical Exchange 2007 to a virtual Exchange 2010 implementation.
- Designed and created a new implementation of Active Directory and Group Policy Objects. Configured site replication between multiple remote sites. Migrated user and computer accounts from old domain to the new domain. Reviewed, reorganized and recreated Group Policy Objects in the new domain.
- Implemented Double-Take to replicate mission critical data from remote sites to home office to backup and provide disaster recovery for remote sites. Set up server workload protection to failover to alternate servers in the event of hardware or software failures.
- Seamlessly migrated backup software from Symantec Backup Exec to Data Protection Manager (DPM) 2007. Performed disk-to-disk and disk-to-tape backups using DPM 2007. Planned, documented and successfully upgraded DPM 2007 to 2010 with no loss of data and no interruption in service.

- Managed a twelve-month project to redesign disaster recovery. The project moved the production Network Operations Center (NOC) to a disaster recovery site. The project included research of blade server systems, the recommendation to purchase a Cisco UCS blade system and oversight of the installation and configuration of a VMware infrastructure on the Cisco UCS blade system utilizing an expanded Nimble SAN. The project improved physical security, provided world-class cooling and power redundancy and upgraded CPU, memory, disk and infrastructure performance by a factor of ten.
- Supported EqualLogic and Nimble SAN administrator as a backup resource to ease staffing issues. Created LUNS, set up iSCSI connectivity, monitored usage, performance, and capacity and documented monthly SAN performance and usage statistics.
- Utilized VMWare to build Windows servers and allocate CPU and memory resources. Configured iSCSI connections to multiple SANS to provision data stores for consumption by Windows servers and enterprise applications such as Microsoft Exchange and Microsoft SQL Server.

**First National Technology Solutions/First National Bank October 1998-January 2008**

System Administrator (January 2003 - January 2008)

- Managed multiple Citrix servers configured for high availability for multiple clients in multiple locations. Administered virtual desktops, user profiles, printers and applications. Provided proactive support for line-of-business applications to insure SLA's for uptime were exceeded monthly.
- Coordinated provisioning of power, HVAC, rack space, demark extensions and cabling between new and existing co-location customers and service providers in two data centers. Managed physical datacenter access, generator load tests, and HVAC and fire suppression preventative maintenance schedules. Successfully interfaced with networking team to provision and solve network connectivity concerns for co-location customers. Provided "virtual hands" support for co-location customers solving down issues onsite on many occasions.
- Administered Symantec, Norton, Trend Micro, Endpoint Protection and other solutions for enterprise level anti-virus protection on multiple customer networks. Set thresholds and monitored endpoints as well as resolved outbreak situations on behalf of managed services customers. Maintained current virus definitions, upgraded software and provided high level of expertise to insure best protection.
- Successfully supported multiple windows environments for managed services customers. Support included Windows Server maintenance, desktops, applications specific to the customer's line of business and printers. Managed time spent for billing at each customer site and work requests for each environment. Documented work performed and time spent on each work request. Maintained contractual integrity within scope of work requested and service to insure profitability and high value to customers

Item Processing Manager (October 1998 - January 2003)

- Lead departments, task groups, project teams and division groups as facilitator, coach, and manager
- Interviewed, hired and developed training for staff of up to fourteen people in a production environment.
- Evaluated staff performance, enforced disciplinary policies including utilization of written action plans, review of progress and dismissal if performance standards were not achieved
- Facilitated weekly staff meetings, communicated organizational goals as set by upper management and provided direction and vision to multiple groups under my supervision
- Created and implemented career paths to improve performance and provide advancement opportunities

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**Technical Experience:**

- EMC Storage arrays and environments including Isilon, VMAX VNX and Unity
- EMC RecoverPoint data protection
- EMC Networker, Avamar and Data Domain data protection solutions and components
- Fiber Channel networking and switch configuration
- HPe 3PAR StoreServ storage arrays and replication
- Windows server operating system installation, configuration and administration
- Domains, Domain controllers, Active Directory, Group Policy design and implementation
- Microsoft SQL Server administration, design and configuration
- Exchange Server design, administration, migration, and implementation
- System Center administration including configuration of software updates and Endpoint Protection
- DNS, DHCP, TCP/IP services support and troubleshooting
- Citrix administration desktop, server and application workloads
- VMWare vSphere server, network and storage virtualization
- EqualLogic and Nimble iSCSI SAN administration
- Double-Take data replication and server and application workload protection

- Symantec Backup Exec, Data Protection Manager disk-to-disk and disk-to-tape data backups
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**Education:**

- **Microsoft Certified Professional -2015**

Installing and Configuring Windows Server 2012

- **Nimble Technical Sales Professional -2014**

Nimble SAN Technical Sales and Management

- **Microsoft Certified System Administrator-2008**

Implementing and Managing Microsoft Exchange Server 2003

- **Microsoft Certified Professional-2008**

Implementing, Managing, and Maintaining a Microsoft Windows Server 2003 Network Infrastructure

- **Microsoft Certified Professional-2008**

Managing and Maintaining a Microsoft Windows Server 2003 Environment

- **Centriq-2005**

Managing and Maintaining a Microsoft Windows Server 2003 Environment

- **Centriq-2005**

Implementing and Managing Microsoft Exchange Server 2003

- **Center for Business and Technology-2001**

MS SQL Server Database Development

- **Johnson County Community College-1997**

A.A.S.-Business Administration