

CAREER OBJECTIVE:

To obtain a position where my education, extensive experience, and people skills can be utilized to achieve breakthrough high tech solutions in a work environment that provides stimulating challenges and opportunities for my own career advancement.

RELEVANT QUALIFICATIONS:

- Over Fifteen years of experience in the field, with a demonstrated ability to quickly learn and integrate new technologies.
- Strong customer service, user support and troubleshooting skills. Excellent analytical and investigative skills.
- Thorough knowledge, skills and abilities associated with identifying systems-related issues and actions needed to improve or correct performance.
- In-depth knowledge of network design, support, and administration.
- Programming experience in C+, Visual Basic, VB Script, Java, JavaScript, ASP.Net, PHP, ASP, HTML.
- Extensive experience with design, implementation, maintenance, and troubleshooting of NT, W2K, W2K3, W2K8 & W2K12 Systems, Active Directory, MS Exchange, SharePoint, Lync within an enterprise environment.
- Advanced systems administration skills across various platforms (including but not limited to Windows, Linux, Mac, VMWare, AWS, Azure, and Isilon storage)
- Delivered cost-effective and creative solutions to complex challenges.
- Results-oriented, with the specialized training and dedication to successfully adapt to the ever-changing field of Information Technology.
- Strong interpersonal skills with the ability to work with both technical and nontechnical personnel at various levels in the organization; ability to communicate technical information in a clear and concise manner.
- Strong organizational and time management skills with the ability to independently follow through to successful completion of projects within a deadline. Ability to multi-task and distribute efforts appropriately among tasks, manage competing deadlines, handle frequent interruptions and maintain a high level of productivity. Flexibility to adapt quickly and easily to changing situation and priorities in a calm and professional manner.
- Completed coursework and certifications in variety of technical areas including systems integration and information resource management which have significantly contributed to my expertise of systems support in a corporate setting.
- Ability to lift up to 50 lbs.

RELEVANT SKILLS:

- Operating Systems: Windows 8.1/7/2008/Vista/2003/XP/2K/9x/NT/3.X, Dos 5.1/6.22.
- Programming languages: Visual Basic, ASP.Net, VB Script, JavaScript
- Telephony: PBX, SS7, ISDN Q.931, H.323, SIP, IP-to-IP
- Networking: Voice Over IP, IP Telephony, content delivery, wireless, ADSL, Cable modems
- Network management: HP Open view NNM/Operations, Operations Manager, packet analyzers, 3Com Transcender/Network Monitor, Wire Shark, Netcat
- Network Security: PIX and Check Point firewall, intrusion detection, VPN, IPSec, SSL, Symantec SIM, Cisco SIMS
- Internet/Intranet technologies: Apache, IIS, HTTP, PHP, ASP
- Mail & Communication systems: Microsoft Exchange 5.5/2000/2003/2010 Lync Server 2010/2013
- Web Application Platform: SharePoint 2007/2010/2013, Office 365, WordPress, Joomla, Confluence
- Databases and Directory Services: MS SQL, MySQL, Oracle, Access, Active Directory, LDAP
- Office Automation: MS Office, MS Project, MS Visio
- Hardware: Cisco, Sun, HP, IBM, SGI, EMC, Dell, Apple, Lenovo, Samsung
- Protocols: DHCP, DNS, FTP, HTTP, IMAP, IP, LDAP, MIME, NFS, NTP, POP, SMTP, SNMP, SSL, TCP
- Patch Management: SMS, Altiris, WSUS
- Backup Systems: NetBackup, Back Exec, CommVault
- Storage: Emc Clarion, Emc Isilon (SyncIQ, SnapshotIQ, SmartQuotas), Synology, Amazon Glacier
- AntiVirus Management: Trend Micro, McAfee VirusScan, Forefront Endpoint Protection, Symantec Anti-virus Corporate
- Encryption: Truecrypt, Symantec End Point, PGP Whole Disk Encryption, BitLocker
- Cloud Computing: Amazon Web Services, Microsoft Azure,
- Hypervisor Platforms, Microsoft Hyper-V, VMware ESXi, Parallels, Citrix XenServer

EXPERIENCE:

Wyss Institute for Biologically Inspired Engineering @ Harvard University
Systems Engineer;

Boston, MA

October 2011 to Present

The Wyss Institute aims to discover the engineering principles that Nature uses to build living things, and harnesses these insights to create biologically inspired materials and devices that will revolutionize healthcare and create a more sustainable world. In medicine, the Institute is developing innovative materials, devices, and disease reprogramming technologies that emulate how living tissues and organs self-organize and naturally regulate themselves. Understanding of how living systems build, recycle, and control is also guiding efforts focused on development of entirely new approaches for constructing buildings, converting energy, controlling manufacturing, and improving our environment.

Position Responsibilities:

- Provide needs analysis, design, and implementation of data storage, application hosting, and disaster recovery solutions.
- Research, design, and implement new systems for deployment of new projects.
- Support and manage multiple Isilon storage clusters with institute and research collaborators data, totaling over storage 170 terabytes of usable space.
- Provide systems administration, management, and infrastructure support of a mixed Windows, Linux and Mac environment.
- Built, developed, tested, and deployed both SharePoint 2010 & SharePoint 2013 dev, qa, and prod environments to meet the needs of the administrative staff, faculty, science and engineering staff.
- Developed and administrator a custom SharePoint 2013 application used as a clinical research portal that the institute uses to manage protocols for sixty of its active studies.
- Monitor and manage services provided by 3RD party vendors.
- Serve as a senior departmental technical resource for escalated trouble tickets involving databases, custom applications, and or major systems.
- Deploy and Manage Digital Asset Management System Celum Imagine so the institute can centrally manage, distribute, and control institute related rich content.
- Researched, tested, and deployed a private cloud storage and sync solution so the institute's staff can share files and collaborate with external collaborators while still using our exciting infrastructure and still have the ability to stay within regulatory compliance.

EXPERIENCE:

PerkinElmer

Waltham, MA

Network Administrator;

August 2008 to 2011

PerkinElmer, Inc. is a global technology leader driving growth and innovation in Health Sciences and Photonics markets to improve the quality of life. Health Sciences end markets include genetic screening, environmental, service, biopharma, and medical imaging. Photonics markets include sensors and specialty lighting.

Position Responsibilities:

- Systems administration, management, and infrastructure support of a 3000+ Windows Server environment. Including multiple web, application, VM, and SQL farms.
- Maintained global Windows 2000 and 2003 Active Directory based server infrastructures, authentication domains, and MS Exchange email environments.
- Supported enterprise maintenance of servers in adherence with security guidelines and policy, export compliance, back-up and retention policies.
- Managed Net-Backup and Network Appliance VTL data recovery solution for multi-terabyte global storage.
- Provided architectural design for systems, software integration and equipment topology, including building servers, and troubleshooting systems and environmental issues as needed.
- Provided support in the Windows environment for all server classes including expertise on Dell, HP, and IBM hardware platforms.
- Supported enterprise maintenance of HP blade servers and VMware environment.
- Maintained Cisco VoIP phone and Unity voicemail systems.
- Maintained extensive development environment utilizing virtualization and deployed to hosted datacenter for remote developer access. Systems include SQL, Oracle, AD, and SAP applications.
- Maintained Hyperion financial application servers. Worked with finance team and business group team.
- Supported and maintained Citrix Metaframe desktop and application publishing environment.
- Maintained What's Up Gold which is a network mapping, monitoring, and notification solution.
- Administrated and maintained internet content control software (Websense).

Northrop Grumman Corporation

Canton, MA

Systems Administrator;

September 2004 to August 2007

Northrop Grumman Corporation is a global defense company headquartered in Los Angeles, Calif. Northrop Grumman provides a broad array of technologically advanced, innovative products, services and solutions in systems integration, defense electronics, information technology, advanced aircraft, shipbuilding, and space technology. The company has more than 125,000 employees and operates in all 50 states and 25 countries and serves U.S. and international military, government and commercial customers.

Position Responsibilities:

- Team lead for security, repair, installation, migration, and maintenance of a Windows network of over 180 end users, 230+ computers, 15 servers, and two buildings.
- Managed a 230+ Computer, 15 Windows Server 2000/2003 Domain Using Microsoft Active Directory.
- Maintained all Cisco network infrastructures, including switches, routers, and PIX firewalls.
- Maintained Active Directory, W2K/W2K3 servers, and Exchange infrastructure, including domain and Exchange migrations. Implemented monitoring and security applications.
- Performed Systems Administration on Windows Servers and Clients for Local and Wide Area Networks.
- Installed all hardware and software as instructed by customer requests and site management.
- Diagnosed hardware and software issues and implemented and/or suggested solutions.
- Provided support for telecommunication including phone installation and troubleshoot problems as reported.
- Created and implemented patching and security policies for production servers and environment. As a result, production systems have been unaffected by virus or worm attacks.
- Created and managed security patch and software installation distribution via Altiris, SMS, and login scripts.
- Configured, tested, and deployed desktop and laptop computers.
- Trained customers on various new computer technologies via classroom setting.
- Performed periodic vulnerability scanning of internal and customer owned systems.
- Supported military grade test equipment.
- Maintained an asset management database which details all computer hardware and software onsite.
- Provided 24/7 local and remote support, including troubleshooting and resolution of hardware, software and network problems.
- Maintaining SLA's for service calls related to complex incidents and problems focusing on excellence in customer service and quality of service ensuring company policies and standards are adhered to.
- Interfaced with development team to ensure seamless integration of new applications and interfaced with business group leaders to translate business needs into IT solutions.

Corex Technologies

Cambridge, MA

Senior Technical Support Engineer; May 2001 to September 2004

Corex Technologies is the maker of the world's most popular business card scanner for personal and corporate use.

Position Responsibilities:

- Provided telephone and email helpdesk support for the Corex product line.
- Maintained technical documentation of known issues for the company's internal and external website.
- Maintained technical support call database using SQL and ASP.
- Assisted the Quality Assurance department in testing Customer Base - An enterprise marketing tool which uses Card Scan technology to create large customer databases, and allows non-technical marketers to create, broadcast, and track rich email campaigns.
- Software development with Microsoft Visual Basic, scripting with Visual Basic Scripting and several proprietary scripting languages.
- Developed web accessible multimedia training for Corex Technologies flag ship product.
- Trained new employee's on the Corex product line.

Stream International Inc.

Canton, MA

Technical Support Engineer; September 2000 - April 2001 Position

Responsibilities:

- Provided telephone helpdesk support for Microsoft Outlook 97/98/2000.
- Provided telephone helpdesk support for U.S. Robotics Sportster Modems.
- Ensured that the department goals of problem response and problem duration where met.
- Maintained customer satisfaction according to the current levels of measurements.
- Maintained a high level of technical product knowledge and became knowledgeable in new products as assigned.

Freelance Technical Consultant

Technical Consultant; 1998 – 2010

Since I was in high school I have been offering my technical consulting services to various small companies and individuals throughout Massachusetts. Whether it is troubleshooting computer software or hardware, designing professional looking website's, setting up small wireless or wired networks, battling viruses and spyware, developing inter active training multimedia, and or building customized computers, I make every effort to provide exceptional and extraordinary service when it comes to supporting my clients.

EDUCATION:

Harvard Extension School 2012 – 2015(expected) Cambridge, MA

Masters in Information Technology Management

University of Phoenix 2004 – 2008 Braintree, MA

Bachelor of Science in Information Technologies

Quincy College **2003–Present** **Quincy, MA**
Computer Science

Blue Hills Regional **1997–2000** **Canton, MA**
Computer Programming
Graduated: 2000

ACCREDITATION:

- A+ Certification. - Customer Satisfaction, PC Technologies, Core Hardware, Operating Systems.
- HP Accredited Platform Specialist - HP Commercial Desktops, Workstations and Notebooks.
- Security+ Certification - Identifying Security Threats, Hardening Internal Systems and Services, Hardening.
- Network+ Certification - manage, maintain, troubleshoot, install, operate and configure basic network infrastructure.
- MCDST - Microsoft Certified Desktop Support Technician.
- MCP - Microsoft Certified Professional ID: 3298232
- MCSA: Windows Server 2012
- MCSE: SharePoint – SharePoint 2013 Solutions Expert