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Attention: Human Resources

To Whom This May Concern,

Hi, I am the type of employee that implements procedures, policies, and technology to create a streamlined IT department that identifies cost saving opportunities and implements them. I have experience taking IT infrastructure from a state of disarray to a secure, documented, stable environment that efficiently reacts to helpdesk tickets in a timely manner. My IT department has received a 98% end user approval rating for the last 2 years from an anonymous employee survey conducted by our HR department. Currently I manage and administrate all aspects of West Yost Associates multi-site WAN and LAN hardware as well over 25 enterprise, application, and file servers. In addition to the maintenance and administration I manage the desktop, web, and database development team, which encompasses internal, sub consultants, and contract employees. I am the type of manager who has hands on capabilities as well as great interpersonal skills and the ability to drive projects from conception to completion. I also am very goal oriented and continually exceed my employer's expectations. My military experience helps me to go the extra mile and tackle large projects without missing the small details. I have worked for large and small businesses and am comfortable working in either environment. I would prefer to be in a position gives me the ability to expand my knowledge and career more than my current employer can due to its size and market restrictions as well as being geographically closer to my home to shorten my commuting time. I appreciate the time you have taken to review my resume and look forward to have the opportunity expand on my experience with you in person.

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OBJECTIVE

To obtain a solid position within an established company that has room for career growth and a cohesive team environment.

EXPERIENCE

West Yost & Associates

IT Manager

March 2005 - Present

- Administrate 25 Windows 2k3 Enterprise and Application servers (DC, AD, DNS, DHCP, Exchange, SQL, IIS, etc.)
- Planned, Coded, Redesigned, and Administrate a coded intranet conversion to MS Sharepoint
- Planned, Implemented, and Administrate MS Office Communications Server
- Completed a VMware virtualized domain server conversion/consolidation and maintain the virtualized environment
- Introduced and implemented a SAN network storage topology with consolidated backups using DFS and SAN snapshots.
- Designed, Implemented, and Administrate 6 site Cisco VOIP telephone system with redundant Call Managers and Unity Voicemail servers – also integrated with MS OCS Server for presence, live meetings, video, and IM
- Upgraded all sites to gigabit switching replaced routers with Cisco hardware
- Designed, Implemented, and Administrate 6 site MPLS WAN redesign/upgrade spanning over multiple states
- Established standard desktop platforms/configurations and implemented a continual upgrade rotation
- Securely connected all offsite CM trailers and employees to the internal LAN/WAN via Cisco hardware
- Work closely with staff, contractors, and vendors to meet project deadlines on target at or under budget
- Complete and Present ROI studies and proposed projects/technologies to Owners and Primary Share-holders
- Install, Configure, and Administrate Cisco Routers, Gateways, Firewall Policies, Access Lists, & VPN infrastructure
- Managed Microsoft CRM implementation and training project
- Implemented Altiris Client Management Suite & Helpdesk Ticketing system
- Create Domain, OU, and Local Security policies via GPO's in Active Directory
- Completed NT to 2k3 server migration, Removed NT domain, application, and Exchange 5.5 servers
- Created Backup and Disaster Recovery Plan – Migrated software to Veritas Backup Exec
- Accomplished multiple Visual Fox Pro, SQL 2000, SQL 2005 server implementations and database migrations
- Install, Configure, and Administrate Cisco managed switches, and Cisco wireless access point hardware
- Completed FTP Server relocation, software upgrade, and user account migration
- Create, Test, Document, and Deploy software packages & hardware independent sysprep images
- Package, Install, and Support AutoCad and numerous other modeling and engineering programs
- Documented entire domain with Visio, Excel spreadsheets, and written manual software deployment documents

Various Companies (Blue Shield of California, Sutter Health, Zurich, etc.)

Independent Contractor

March 2003 – February 2005

- Senior Desktop Technician of a 1400+ User environment (Windows NT & XP)
- Lead Post Deployment Technician of 30 post deployment technicians placed statewide in a 5000+ User environment

- Conducted pre & post deployment testing, training, and documentation of software
- Administrated Windows NT - 2k3 servers (PDC, BDC, DC, AD, DNS, DHCP, Exchange, SQL, IIS, etc.)
- Created, tested, and updated Sysprep, Symantec Ghost, and Altiris OS images
- Conducted data & disaster recovery relief/support and implemented disaster recovery plans
- Custom built Pc's and Servers on the Windows and Linux platforms
- Troubleshoot and corrected customer issues via telephone, internet, and on-site service
- Designed, wired, configured, and administrated startup & small business's office TCP/IP and Wireless LAN's
- Design and administrate websites/web servers for personal and professional customers
- Communicated with vendors to replace and or repair hardware under warrantee/service contract

AT&T Broadband

Data Service Technician & Lead Contractor Coordinator (Junior Project Management)

August 2000 – March 2003

- Junior Project management for three contracting companies rebuilding several East Bay citywide networks
- Engineered and revised the network architecture and system infrastructure
- Performed Quality Control on all wiring and hardware installed and gave final approval of site
- Educated contractors on polices, procedures, new equipment, troubleshooting , and system integration
- Ordered/distributed supplies & reviewed/approved billing
- Installed service on multiple platforms migrated users e-mail accounts
- Troubleshoot hardware conflicts, software compatibility, and network connectivity issues

MILITARY EXPERIENCE

U.S. Army

Infantryman/Team Leader

- Participated in the Bosnian peacekeeping mission
- Awarded For Performance & Honorably Discharged

EDUCATION

Consumnes River College

- A.S. Network Systems Engineering
- A.S. Network Systems Administration

Los Medanos College

- Completed Microsoft (MCSE & MCP) Certified Training
- Completed Cisco (CCNA) Certified Training

La Paloma High School

- Graduated early with a 4.0 G.P.A.
- Awarded for Perfect Attendance & Student of the Year

*Note: References available on request