

## Objective

Enthusiastic and self-motivated IT professional seeking to draw on experiences in end-user support, product evaluation, troubleshooting and project management in order to lead IT organizations and deliver the best end-user experience possible.

## Achievements

- Implemented Operating System Deployment in System Center Configuration Manager
  - Will replace existing Altiris Deployment System and PXE boot services
- Created script to rename freshly imaged Vista systems and join the computers to Active Directory in a specified organizational unit.
  - Goal was to mimic similar script the school district used for Windows 2000 systems, but had lost the source code.
  - Acquired vbscript programming skills in order to complete project
  - Plan to use a future rewrite to learn the Powershell language

## Projects

- Lead client-focused aspects of project for university migration from independent department-hosted NT domains to a central Active Directory (AD) with 34 organizational units with over 7000 computers.
    - Presented benefits of AD to campus Local Technical Support Providers (LSPs) and university officials
    - Migrated Information Technology Division computers from NT4 domain to AD
    - Created documentation for campus LSPs to use, including sample Group Policies and login scripts.
    - Tracked project process and provided progress updates to IT executive staff
    - The project, which took twelve months to complete, required coordinating between the support personnel for the 34 colleges and divisions and the Information Technology Division.
  - Conversion of 2,500 employees from Netscape Messaging Server to Microsoft Exchange
    - Assisted with documentation for user self-conversion and conversion by LSPs
    - Converted Information Technology Division and President's Office users to Exchange mail system
    - Demonstrated conversion process to campus LSPs
    - Assisted LSPs with conversion
    - Tracked conversion process
  - Co-Lead on annual summer project to replace lab computers
    - Project typically replaces 350-400 computers, 2008 was largest ever with 500 computers being replaced.
    - Assisted with determining new computer specifications (PC and Mac)
    - Coordinated with campus LSPs and university procurement department to schedule delivery dates of new computers
    - Assigned old computers to departments based on recommendations of deans.
    - Organized transfer of old computers between LSPs receiving new computers and those receiving the old computers
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- Organized inventory of new computers
- Lead project to upgrade University computers to Office 2007
  - Evaluated Office 2007 and deployment techniques
  - Deployed Office 2007 to Information Technology Division as a pilot
  - Presented different deployment options to campus LSPs
  - Customized Office 2007 installation media to pre-enter university serial number
  - Worked with Microsoft to ensure license compliance for employee download site
  - Collected status updates from campus LSPs to ensure migration goal

## **Professional Experience**

North Allegheny School District, Pittsburgh, PA

### **Systems Analyst**

June 1, 2009 – Present

#### **Responsibilities:**

- Maintain and manage the district's server infrastructure including Active Directory, Exchange, VMWare, and System Center Configuration Manager
- Manage desktop system images for multiple desktop and laptop models
- Evaluate new technologies including Windows 7, Office 2010, Exchange 2010, Application Virtualization, and Windows Deployment Services
- Provide assistance to the district's field technicians
- Support the district Helpdesk by providing second-level support
- Assist with the summer deployment of new systems

LanTek Computer Services

### **On-site Consultant - Systems Analyst**

January 1, 2009 – May 30, 2009

#### **Responsibilities:**

- Support the district Helpdesk by providing second-level support
- Provide assistance to the district's field technicians
- Manage the district's server infrastructure including Active Directory, VMWare, and System Center Configuration Manager

The University of Memphis, Memphis, TN

### **Local Technical Support Provider III**

July 1, 2005 – October 1, 2008

#### **Responsibilities:**

- Provide desktop support to the President's Office and reporting offices, office of the Vice President of Information Technology, and Marketing and Communications division
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- Maintain and manage Windows servers to provide file sharing, database management, web services, Windows software updates, Symantec antivirus and software deployment
- Evaluate new technologies including Windows Vista, Office 2007, Windows Server 2008, and System Center Configuration Manager and make recommendations on campus-wide adoption of them
- Serve as liaison between Information Technology division and the University's 43 Local Technical Support Providers (LSPs) and communicate issues between the two groups.
  - Plan and run monthly LSP meetings
  - Provide secondary support to campus LSPs when needed.
- Assist licensing coordinator in technical aspects of software licenses
- Assist President and other executive officers with presentations, including coordinating equipment needs with off-site contacts.

### **Local Technical Support Provider II**

September 1, 2002, - June 30, 2005

#### **Responsibilities:**

- Provide desktop support to the President's Office and reporting offices, office of the Vice President of Information Technology
- Provide support to campus Local Technical Support Providers when needed

### **Computer Systems Specialist**

January 1, 2000 - August 30, 2003

#### **Responsibilities:**

- Manage student workers that maintain hardware and software in IT managed 24 hour computer labs
- Order warranty replacement parts for lab and office computers
- Maintain and Distribute TigerLAN computer lab Ghost image to campus Local Technical Support Providers
- Assist Local Technical Support Providers when needed

### **Part time-temporary employee – Client Support Services**

January 1, 1999 – December 31, 1999

#### **Responsibilities:**

- Manage and assist student workers that maintain TigerLAN computer lab hardware and software
  - Order warranty replacement parts for lab and office computers
  - Assist Local Technical Support Providers when needed
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## Education

- Currently pursuing Master of Science in Information Science degree  
The University of Pittsburgh, Pittsburgh, PA
- Bachelors of Business Administration (Management Information Systems)  
The University of Memphis, Memphis, TN
- Professional Certifications
  - CompTIA A+ certification
  - Microsoft Certified Professional (2006)

## Professional Skills

- Microsoft Windows (Desktop 3.1 – Windows 7, Server 2000 – 2008 R2)
- Macintosh (OS8 – OSX 10.6)
- Linux (Redhat/Fedora, Debian, Gentoo, Ubuntu)
- Hardware and software troubleshooting
- Microsoft Office use and troubleshooting
- Microsoft Project
- Active Directory management
- Group Policy Management
- System Center Configuration Manager
- Scripting (batch, vbscript, bash, Powershell)
- VMWare (ESX/vSphere, Server, Workstation, Fusion)
- Database (Microsoft SQL, MySQL)
- Symantec Ghost
- Symantec Altiris
- Symantec Antivirus server
- McAfee ePolicy Orchestrator 4.5
- Programming (C, Java)
- Web programming (HTML, PHP)

## Accomplishments

- Eagle Scout
- 16 IT Division RITE-ON (Recognition for Innovative Technology Excellence) awards. These awards are nominated by clients and co-workers and are given for exceptional customer service at The University of Memphis
- 2 IT Division TEAM (Together Everyone Achieves More) awards. These awards are for success on major projects as a team or workgroup and is awarded by the Vice President for Information Technology at The University of Memphis

## References

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