

Creative Systems Engineer. Able to communicate, facilitate, read, write technically, and manage projects. Autonomous team-oriented worker with excellent customer service skills. MCSE with core technical skills in the Microsoft product line; adept with Active Directory, Exchange, LAN WAN infrastructure, server and PC hardware; good \*NIX and Cisco skills too. Enjoys troubleshooting, technical writing, documentation creation and maintenance, configuration management, security implementation, monitoring tools. Comfortable and competent managing others.

### Employment History

- **Post-Sales Technical Support Engineer** DigitalPersonal, Inc., Redwood City, CA – 10 NOV 2007 through April 2014 and then merged into Crossmatch April 2014 through present *Post Sales support for global enterprise customers. Primary role is email, phone, remote support of DigitalPersona Pro installations. Write and review some documentation. (Pro leverages AD providing fingerprint biometric authentication to AD, Windows, applications, and websites and allows multi-factor authentication, randomized passwords, ease of use combine with increased security; enables regulatory compliance.) Interface heavily with QA, Engineering, Sales, and Operations.*
- **Active Directory Tools Technical Team Lead** Active Directory Division, Tools Team, Continental United States Theater Network Operations Security and Control (C-TNOSC), US Army, civilian contractor, Fort Huachuca, AZ - METI, Inc. 10 OCT 2004 through 30 JUN 2007 and then STG, Inc. 1 JUL 2007 though 5 NOV 2007 (same job, different contract) *Member of team operating and managing one of the largest Microsoft Active Directory instances globally! Responsible for providing situational and operational awareness, and growing third party tools maturity, support AD division Domain Administrators and related teams. Support, monitor, maintain, report on, document, initiate changes to, track licensing of the Active Directory mission. Daily challenges and learning experiences in an intensely security conscious massive enterprise environment. Environment is complex and much time is spent writing technical configuration management documentation and change justifications. Manager three other contractors on same team, some in-house software development project management too; duties include interactions with tangential groups, report and briefings creation. Extensive use of Microsoft Operations Manager (MOM) 2005, NetIQ AppManager, GPOs, VMWare, and Microsoft's native tool set; substantial interaction with AD integrated DNS, Microsoft IPSec, Quest Active Roles, trusts, NetPRO ChangeAuditor, NetPRO DirectoryAnalyzer, AD and Exchange migration tools, and more.*
- **Instructor** University of Arizona South Continuing Education, Sierra Vista, AZ, July 2005 through July 2007. MCSE 2003.

### Training and Education

- Pacific IT Pros member 2008 through *present*
- Microsoft Certified Systems Engineer (MCSE) 2003
- MCSE NT4
- Microsoft Exchange 2000 #1572B and 2003 #2400
- Microsoft Operations Manager (MOM) #2287
- Interconnecting Cisco Network Devices (ICND)
- Associates in Applied Electronics Technology, 1995, Community College of Philadelphia
- B.S. Psychology, 1990, Penn State University, University Park, PA.
- Graduated High School for Engineering and Science, Philadelphia, PA.
- Philadelphia Linux Users Group (PLUG) member 1999 through 2007

### Employment History continued

- **Systems Engineer and Administrator, Independent Consultant**
  - SITO Systems and Service, San Francisco, CA – August 2005 through *present*. *Remote support of AD and Exchange servers; server rack builds.*
  - Intelli-media, Inc., Malvern, PA - April 2003 through October 2004. *Purchases, desktop support, email, security, backup, printing, infrastructure, manage interns / developer projects, Exchange, AD, VPN, DNS, documentation.*
  - AMIC Research, Inc., Jersey City, NJ - June 1999 thru March 2005. *Routers, firewalls, Exchange, AD.*
  - Synergistix Corporation, Voorhees, NJ - July 1999 through October 2004. *Break/fix, Exchange, AD.*
  - The Art Institute of Philadelphia - winter 2001. *Taught two sections of Computer Science 101.*
- **Manager, Information Systems** EcomXML, Inc., Langhorne, PA - June 2000 through April 2001. *Infrastructure, AD, Exchange, security, manage interns / developer projects, desktop support.*
- **Systems Engineer** Atlanticom Technologies, Trenton, NJ - October 1999 through May 2000. *Break/fix, desktop and infrastructure deployment, Exchange, multiple NT domain environments.*
- **Contract Consultant** - March 1997 through May 1999
  - **Network Administrator** University of Pennsylvania Graduate School of Fine Arts, Philadelphia, PA; E.D.P. Contract Services; November 1998 through May 1999. *Support graphics intense workstations, manage interns, licensing, disk quotas.*
  - **Systems Consultant** ARAMARK, Philadelphia, PA; The Alliance Consulting Group; July 1998 through September 1998. *Level two support, projects.*
  - **Corporate Services Client Solutions Specialist** Thomas Jefferson University, Philadelphia, PA; The Alliance Consulting Group; March 1997 through June 1998. *Myriad of client/server applications, PeopleSoft GL and HR.*
- **Systems Engineer** MicroAge of Exton, Exton, PA - September 1996 through March 1997. *TCP/IP rollout, admin for Citrix, CheckPoint firewall, website.*
- **Assistant Network Administrator** Pennsylvania Convention Center Authority, Philadelphia, PA; StarForce Staffing; March 1996 through October 1996. *Network administration, desktop support, Novell 3.12.*