

# Name

Address 1 ▪ Address 2 ▪ Phone ▪ Email

## PROFILE

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For over 25 years, I have provided leadership as well as supported information technology project teams. I have performed administration, technical support, software implementation, troubleshooting and server administration. Some areas of expertise include: Windows servers, Active Directory Domain Services, imaging, deployment, DHCP, DNS, remote desktop solutions, Citrix Server Farms, VMWare and Exchange.

The majority of my professional experience has been focused in the financial industry. I have been entrusted to create solutions that safeguard highly sensitive, confidential information. I have Enhanced and Type 2 Secret Federal security clearances.

I take a disciplined approach to time management and task completion. I am driven by results, and have a proven track record of meeting or exceeding service level agreements and/or deadlines. Working collaboratively, I am able to adapt my communication approach to earn the trust and respect of customers, colleagues and managers.

## EDUCATION

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### College

CCNA, CCNP (route), CCIE certificates, completion in the summer of 2016

### College.

VMware vSphere 5.5 Data Centre Virtualization (DCV); VMware View Virtual Desktop Infrastructure (VDI); Microsoft Certified Information Technology Professional Windows 2008R2 (MCITP); Microsoft System Center Configuration Manager 2012 (SCCM 2012); Microsoft Exchange Server 2007/2010 and Citrix XenApp 5.0/6.5 certificates, March 2010-March 2015

### College

Microsoft Certified System Administrator (MCSA 2003), CIW Web design and CCNA certificates, September 2002-May 2003

### College

Microsoft Certified System Engineer (MCSE NT 4.0), CompTIA A+ and CCNA certificates, May 2000-November 2000

### College

Computer and Business certificate, 1986-1987

## TECHNICAL SKILLS

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<b>Hardware:</b>	x86 & x64 HP Blades, HP ProLiant DL & ML, IBM xSeries and Dell PowerEdge Servers, IBM, HP & Dell desktops & laptops, rack deployment, SCSI/SATA/PATA hard drives, SCSI devices, direct attached storage, router, switches and peripherals
<b>Network and protocols:</b>	LAN/MAN/WAN, Cisco (OSPF, RIP, EIGRP and BGP), TCP/IP, IPX/SPX, SNMP, PPP, PPTP, L2TP, LDAP, FTP, Telnet, IPsec, SMTP, POP3, IMAP4, ICS, NAT, VPN, VLAN, structured network designing and cabling
<b>Operating systems:</b>	Windows NT, 2000, 2003 (32 & 64bit), 2008 (32 & 64bit), 2012 (64bit), XP, Vista, 7, 8, UNIX (AIX, HPUX). VMware ESX, VMware Horizon View
<b>Administration:</b>	File, Print, ADS, DHCP, DNS, WINS, SMS, Terminal, IIS (Web & FTP) SharePoint, WebSphere MQ Series, NTFS
<b>Programming:</b>	Windows Scripting, HTML, DHTML, VB Script, PowerShell scripting.
<b>GUI:</b>	Visual Basic 6.0, Microsoft Visio, ASP.Net, C#
<b>Databases:</b>	Microsoft SQL 7/2000/2005/2008R2/2012R2, Oracle 10g/12c, Pro2SQL
<b>Backup tools:</b>	Microsoft NT Backup, Symantec Veritas Backup Exec, Tivoli Storage Manager
<b>Storage:</b>	SAN, NAS, iSCSI, RAID
<b>Mailing systems:</b>	Microsoft Exchange 5.5/2000/2003/2007/2010, Microsoft Outlook, Lotus Notes Domino and mail clients.
<b>Remote access:</b>	DRAC, HP ILO, IBM RSA, Remote Desktop, Terminal Server, Dame ware, PCAnywhere, WebEx
<b>Antivirus:</b>	McAfee ePO, Symantec Endpoint Protection
<b>Monitoring and patch management:</b>	SCOM, SCCM, SMS, WSUS & Tivoli, HP SIM, Dell Open Manage, IBM Director
<b>Virtualization:</b>	VMware ESX Servers, VMware vSphere, VMware vMotion, VMware DRS. Microsoft Hyper-V, Citrix XenApp

# Name

## CERTIFICATES

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VMware Certified Associate Data-Center Virtualization (VCA-DCV), ESXLABS ECVT, 2014

Microsoft Certified Solution Associate Windows 2008 (MCSA 2008), 2012

Microsoft Certified Information Technology Professional Enterprise Administrator (MCITP EA 2008), Citrix Certified Administrator XenApp 5.0 for Windows 2008, (CCA XA), 2010

Microsoft Certified System Administrator 2003 (MCSA 2003), 2007

CompTIA A+, CompTIA Server+, CompTIA Network+, IBM OEM – Desktop/Laptops and x-Series Servers, Dell DCSE –Desktop/Laptops and Servers, HP APS – Desktop/Laptops/Thin Clients and Servers, Lexmark Printers, HP Printers, 2004

## PROFESSIONAL EXPERIENCE

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**Lead Technical Support Analyst** ■ Company ■ City, Province Dates

Coordinated with the IT department to distribute desktops, laptops, and installed Windows OS images. Managed a team of 12 technicians to ensure timely resolution of hardware and software issues for local and remote access users.

**System Analyst and Migration Expert** ■ Company ■ City, Province Dates

Successfully migrated over 60 servers to a new datacenter. Reviewed and updated system and application build guides / manuals for several products.

**System Administrator** ■ Company ■ City, Province Dates

Performed, managed and supported several network, hardware and software upgrade projects.

**Technical Build Coordinator** ■ Date ■ City, Province Dates

Ensured that multiple technology build projects were scheduled and delivered to meet the needs of internal and external clients.

**Database Administrator / System Administrator** ■ Company ■ City, Province Dates

Planned, implemented and supported several software, server and networking upgrades.

**Application Deployment** ■ Company ■ City, Province Dates

Started this position to assist with two major software upgrades related to mortgage application processing, and was given opportunities to complete several projects with the IT team based on exceptional performance.

**System Administrator** ■ Company ■ City, Province Dates

Installed, configured and provided ongoing support for several software, server and web applications. Ensured that data integrity was maintained.

**System Administrator** ■ Company ■ City, Province Dates

Provided support with hardware and software for day, evening and weekend shifts in the 24/7/365 datacentre for systems operating on VMWare and physical servers.

**System Administrator (SMS 2003)** ■ Company ■ City, Province Dates

Installed and configured hardware for patch testing and deployment. Provided assistance with other software, hardware and server projects and user issues.

**System Administrator** ■ Company ■ City, Province Dates

Provided support with hardware and software for day, evening and weekend shifts in the 24/7/365 datacentre for systems operating on NT4, 2000, 2003.

**Desktop Analyst** ■ Company ■ City, Province Dates

**XP/Office 2003 Migration** ■ Company ■ City, Province Dates

**System Administrator** ■ Company ■ City, Province Dates

**Desktop Analyst** ■ Company ■ City, Province Dates

**System Administrator** ■ Company ■ City, Province Dates

**System Administrator** ■ Company ■ City, Province Dates

**XP Deployment** ■ Company ■ City, Province Dates

**Operations Specialist** ■ Company ■ City, Province Dates

**Operations Specialist** ■ Company ■ City, Province Dates

**Operations Specialist** ■ Company ■ City, Province Dates

**Mainframe Computer Operator** ■ Company ■ City, Province Dates

**Mainframe Computer Operator** ■ Company ■ City, Province Dates

I have a detailed digital professional portfolio available upon request.

## Client Name

Address

# Sample Portfolio

## Introduction

I am an information technology professional with over 25 years of experience. The majority of my career has been dedicated to providing leadership and support to IT project teams. Some areas of my technical expertise include:

- Windows servers
- Active Directory Domain Services
- Imaging
- Hardware and software deployment
- Migration projects
- DHCP
- Networking
- DNS
- Remote desktop solutions
- Citrix server farms
- VMware
- Exchange

The majority of my previous positions have been with teams in the financial industry. I have created solutions working with highly sensitive, confidential information. I also have Enhanced and Type 2 Secret Federal security clearances.

I am motivated to ensure that teams meet and exceed project deadlines, and take a disciplined approach to project management. I complete tasks sequentially, and continually look for methods to be gain efficiencies in my daily work.

During my career, I have learned how to assess and evaluate information quickly to understand and troubleshoot current and future issues. My top priority is to provide responsive, high quality support to internal and external clients. I have also learned how to adapt my communication approach to earn the trust and respect of clients, colleagues and managers.

In this portfolio, you will find my education, technical skills and certifications followed by a detailed description of my previous employment opportunities. For positions held prior to 2008, they are listed in sequential order.

Please contact me at phone number or email for further information about this portfolio or my application. Thank you for your consideration.

Sincerely,  
Client Name