### DAVID K. MBUGUA

FRISCO, TEXAS 75034

(646)-942-2465 | [dkm564@yahoo.com](mailto:dkm564@yahoo.com) Top of Form

<http://www.linkedin.com/in/davidmbugua>Bottom of Form

**OBJECTIVE**

* I am an IT professional with multi-dimensional background and over **20 years** of Information Technology/Sciences in various industries: **Telecommunications**, **Pharmaceuticals** & **Healthcare**, **Finance** & **Retail**, **Government**, **Education**, among others.
* I am a customer service-driven professional and have worked with/for small, medium-size, and large corporations.
* My background in Technical support/Problem-solving, Systems Administration/Engineering, Management, Hardware, Software/Scripting, Networking, Systems Security, and Project management represent a unique combination of disciplines.
* Interested in a technology-driven organization and an environment that encourages innovative thinking and career development so i can utilize my skills to my potential and consolidate my experience while enhancing the company’s productivity.

**PROFESSIONAL EXPERIENCE**

**CABLEVISION SYSTEMS CORPORATION, now ALTICE AMERICAS -** *NYC,**Northern New Jersey, Pennsylvania, and Plano & Tyler-Texas (June 2007 – December 2017)* **– 10+ years**

**Sr. Infrastructure Systems Engineer/ Regional Technical Manager (AOM)**

* Managed over 20 employees and contractors in three states as the AOM, covering technical support services in Northern New Jersey, Northern New York and Pennsylvania. Duties included: ADP Payroll, Service Catalogue/Management, Agility review process, Benefits, LOA, SOP’s, among other functions; also functioned as the company’s technical trainer and technical interviewer.
* Provided Level III Technical Support and escalations to users and senior executives (40,000+-user environment): Chairman (Charles Dolan), CEO/CFO (James Dolan), Presidents, EVP/SVP, VP levels; covered 21 Cablevision offices between three states (NJ/NY/PA): MSG, News 12, Rainbow Media, Newsday, Clear view Cinemas, Lightpath, and Optimum Cable and ISP.
* Performed VMware administration: Desktop and Application Virtualization (Horizon Cloud, Horizon view 6/7, Horizon Apps, vRealize, Mirage, ThinApp, Fusion and Horizon FLEX), Data Center Virtualization and Cloud Infrastructure (vSphere 5/6 ESXi, vSAN, NSX, vCloud Suite, Site Recovery Manager). Integrated Citrix receiver, XenDesktop and XenApp, PowerShell, VB scripting.
* Performed **SCCM** administration: Used System Center Configuration Manager to manage PCs, Macs, and Unix/Linux servers along with cloud-based mobile devices running Windows, iOS, and Android, all from a single management console; also used SCCM for software deployments, imaging and patch management using user and device collections and task sequence. **Over 8 years of SCCM experience on both SCCM 2007 and 2012.**
* Implemented and administered virtual solutions; hardware and software virtualization using **VMware, Microsoft’s Azure Stack, and Amazon Web Services** (AWS).Built domain controllers and performed server administration; **AD/DNS/DHCP/WEB** on: **NT/2000/2003/2008/2012/2016** | Novell/UNIX/Linux. Administered Active Directory and AppSense Environment Manager (for policy management).Transformed existing hardware (Compute and software to virtual environment by implementing virtual server/desktop infrastructure (VDI); O365, SharePoint. Built public and private cloud infrastructure: servers, SAN, and Apple’s Time Capsule. Migrated exchange to hosted/O365 infrastructure, used Microsoft Deployment Toolkit (MDT) for deployments.
* Administered the AD and AppSense Environment Manager (for policy management): OU (Organization Units) and GPO (Group Policy Objects) for permissions (network resources) and security (PC’s).
* Performed Hardware Breaks/Fixes on warranty & non-warranty items (Desktops, laptops, servers, printers, Toshiba scanners, networks, mobile devices; worked directly with numerous vendors: Dell, HP, IBM, and Apple. Also Windows deployment and projects (Windows 7, 8.1, & 10 (32/64-bit))
* Implemented **ITIL** foundation processes (**ITSM**): administered **ServiceNow**/Management, **BMC** Remedy, HEAT, SalesForce, BOSS, and Wise Service Management Systems; ran SQL, Crystal reports, and other reporting technologies
* Administered Dell’s **KACE** System Management platform: Software distribution, inventory management, Patch management, User administration, remote support, among other functions
* Maintained Wyse, HP, and Dell Thin Client Edge Devices and Thin Print and administered Citrix Receiver; gave users remote access as well; also, provided Level III Technical Support to users and other IT teams, also Mac Systems
* Performed Network Support and Administration: Switching and Routing, Firewalls, Network access protection, Cisco ASA, PIX, FWSM Firewalls, IDS/IPS, VPN, Checkpoint, and SonicWALL. Uninstalled Jupiter routers/old Networks, installed and configured Fortinet & Cisco routers/switches, Cisco UCS; performed Cat5/6e wiring (straight-through and crossover), assigned static IP addresses to computers, servers, copiers, camera systems, and printers. Installed and configured Cisco ATA systems to replace old phone systems, (Cisco, Fortinet, Palo Alto, and Juniper).
* Supported Cisco ICM in contact centers (virtual call centers) for phone systems, routing, and reporting. Also chat and e-mail, used various soft phone technologies: **Verint** (screen recording), **Genesis**, **IWS**, **Linkpoint**
* Administered Citrix servers that supported Citrix-based applications: XenDesktop 6.5/7 and Citrix XenApp 6.5 and Citrix Access Gateways and Citrix receiver, among other technologies…
* Maintained data centers: Netapp, backup exec, Time Machine, Seagate, Western Digital storage/backups.
* Performed hard drive encryption/decryption using CheckPoint, also performed forensics and data recovery.
* PerformedEracent, HP Asset Center & Computrace administration, asset management, and theft prevention.
* Supported/administered web-based applications and trained users: I.D.A, Salesforce, IWS, ADP, Eglue, ACSR, DART, Verint, Strata, among others.
* Provided voice and data support: Genesis (IWS), Avaya, Verint, Aspect, Linkpoint, Lync, and Skype … Mobile devices: Apple, Sprint/Nextel, Verizon, AT&T/T-Mobile; Blackberry, iPhone, iPad, and cell phones. Trained users, activated and configured new devices, processed new purchases & warranty replacements directly with vendors.
* Performed user administration/VPN on mobile devices: Bes servers and enterprise e-mail on blackberries, Android and IOS devices (MS Exchange & Novell GroupWise), MobileIron and Touchdown.
* Installed and configured Xerox, Dell, Canon, Lexmark, Kyocera, Toshiba, and HP plotters/scanners/printers for architects and designers and trained users; also, configured shared network storage and e-Fax.
* Performed disaster and recover duties during storms or system failures, restored infrastructure after hurricanes Irene and sandy and severe winter/snow storms.

**DELL INCORPORATED** –*NJ&NY (June 2004 – June 2007)* **– 3 years**

**Sr. Field Engineer/Consultant–** Provided services to various **Dell** clients: **US Department of Defense (NMCI), Goldman Sachs, Deloitte and Touche, Walmart, Sephora, Liberty Mutual, Verizon/MCI, UPS, Schering Plough, Bayer Pharmaceuticals, among others**

* Built, deployed, and maintained more than 200 new Dell Power Edge 2800-series domain controllers: installed additional hardware/cards and modified/configured scripts to suit the individual client specifications, configured all devices controlled and managed by the servers: credit card readers, video equipment, computers, and surveillance systems; built domains and OU’s and group policies
* Installed VIP, LP and HD systems and configured them to be controlled by the servers
* Built wired and wireless networks and Installed servers & computers for the Navy, Marine, & Air force in more than 25 locations between New Jersey and New York, including the West Point Training Academy
* Also, configured biometrics authentication and configured CAC cards on laptops
* Built base images, developed scripts and performed deployments for desktops and laptops
* Installed VOIP networks: Installed Cisco routers, switches, and phones, performed cabling, then imaged and deployed desktop/laptop computers & printers.
* Performed Project Management duties on large-scale projects and managed contractors.

**PFIZER INCORPORATED** – *Parsippany, NJ & NYC (January 1999 – June 2004)* **– 5 years**

**Systems Administrator**

* Performed scripting/programming functions and built software using: JAVA, JAVA Script, C/C++/C#, Python, VAX
* Built and maintained domain controllers/servers: NT/Novell/Microsoft servers, Networks, and Security
* Performed tier 2 and 3 Technical Support to users and other IT teams; more than 20,000 users & end points
* Performed deployment projects, built images using Symantec Ghost multi-cast and MDT
* Managed enterprise mail servers and clients (Exchange/Outlook and Novell/GroupWise)
* Maintained ticketing systems and created crystal reports with Heat and remedy ticketing systems
* Supported client-server applications, e.g. CMHC5 clinical software, Guinevere, Novell GroupWise, GEMMA management software, Traverse, and ADP payroll using a Citrix Server over LAN and WAN/VPN
* Provided technical support and training to users; deployed PCs, printers, and accessories; performed PC upgrades, repairs, configurations, built databases, asset management, data backups and restore and also support on mobile devices; blackberries & cell phones.

**EDUCATION/ACADEMIC CREDENTIALS**

**NEW YORK UNIVERSITY (NYU) & STEVENS INSTITUTE OF TECHNOLOGY**

* Transfer - Computer Science & Mathematics (60 credits)

**RUTGERS UNIVERSITY**

* BS - Computer Science and Mathematics (double major)

**NEW JERSEY INSTITUTE OF TECHNOLOGY (NJIT)**

* Graduate School – Computer Science | (CS 510, CS 602, CS 610, CS 630, CS 650, CS 656, CS 700B)

**NEW HORIZONS Computer Learning Center** (*Parsippany and Iselin, NJ*) | (2000 – 2016)

* Studied for various Certifications and other training for more than fifteen-year span

**DELL TRAINING CENTER:**

* Trained and certified on: Desktops, Laptops, Switches, Printers, and Storage

**THE APP ACADEMY**

* Studied various programming/scripting languages

**PROFESSIONAL TRAINING, CERTIFICATIONS & HONORS**

# CompTIA CSA+ Cybersecurity Analyst | Training, exam scheduled for Feb. 2018

* **SCCM, KACE, Altiris, and Zenworks** Systems Management Platforms | Training
* **ITIL** Foundation/**Service Management**, **Lean Sigma six**, **Agility** | Training
* **VMware VCP** | Training
* **MCSE** – Microsoft Certified Systems Engineer | Training
* **CISSA/CISSP** – Certified Information Systems Security Professional | Training
* **DCSE** – Dell Certified Systems Expert (Servers, Notebooks, Desktops, Switches, Storage, & Printers) | Certified
* **CMHC 5** - MS\* Health Software for Windows (Clinical – financial database/software) | Certified
* **GEMMA** – Financial Database/Billing | Certified
* **CCNA** – Cisco Certified Network Associate | Certified
* **CCIE & VMware Sphere 6** – Cisco Certified Internetwork Expert | Work in progress
* **Achieved an SAT score of 1580 on a 1600-scale: 800 Math and 780 Verbal**
* **Senior Project manager** at **NJIT** under Professor Osama Eljabiri **(CIS 490 & 491)**

**TECHNICAL SKILLS/PROFICIENCIES –** *Summary of qualifications*

* **Servers & Cloud Infrastructure/Virtualization:** Expert on (2000, 2003, 2008, 2012, & 2016) server Operating Systems, VMware vSphere with Horizon view 6/7, Citrix, Azure, AWS, among other cloud technologies, as well as UNIX/Linux.
* **Systems Management and Asset Management:** Expert onSCCM (patch management and software deployments/Collections) as well as Dell’s Kace, Altiris, AppSense, Citrix Director, HP Asset Manager, Servicenow/ITIL, Remedy, among other technologies.
* **Networking & Cabling (wired/wireless networks):** over 20 years of networking and telecommunications experience as well as Wi-Fi technologies (built over 1000 Wi-Fi network/towers in NYC & NJN). I build networks from scratch or maintain existing networks: Cat 5/6 cabling, switching and routing, firewalls …
* **Computers:** (XP, Windows Vista, 7, 8, 10), both 32 and 64-bit OS. Also, expert on computer hardware, laptops and desktops as well as monitors.
* **MAC Systems:** (Macintosh OS X: Cheetah/Puma, Jaguar, Panther, Tiger, Leopard, Snow Leopard, Lion, Mountain Lion, Mavericks, Yosemite, El Capitan, mac OS SIERRA), expert on iMac and MacBook systems and Time capsule private cloud and all hardware & software
* **Printers:** Expert on Laser printers, plotters, and thermal (POS) printers. Dell, HP, Lexmark, Toshiba, Canon, among many more brands
* **Security/Recovery:** I also work on firewalls, cryptography, and virus/spyware as well as data recovery; Cisco, Palo Alto, Sonic WALL, Checkpoint, Symantec, McAfee, Sophos,…
* **Mobile devices:** IOS and Android technologies and e-mail using MS exchange, Mobileiron and/or Touchdown on phones and tablets; we specialize on both hardware and software
* **Medical equipment:** Expert on PatientPoint systems (thin client-based TV displays, Android-based giant tablets, PatientPoint 360, 3D Anatomy, Android IXR, Content Player, among others), also expert on the Epic willow EHR System
* **MISC/Deployments/Projects:** Telephony, POS, Software, Projects & Deployments…

**VOLUNTEER EXPERIENCE/COMMUNITY SERVICE AND CAUSES**

**RUTGERS UNIVERSITY** | Newark*,* NJ | (Jan. 1998 – May 1998)

***Professor Assistant and project manager***

* Assisted Professor with Computer Science and Math classes: CIS 435 – Advanced Algorithms Design, Data Structures, Differential Equations, & Calculus III

**NEW JERSEY INSTITUTE OF TECHNOLOGY** | Newark*,* NJ | (Sep. 1997 – Dec. 1997)

***Tutor/Teaching Assistant***

* Tutored/coached students in: Mathematics, Computer Science and Physics

**WILLIAM A. BROWN ACADEMY** | Newark*,* NJ | (Jan. 1997 – May 1997)

***Technology Expert***

* Tutored students in Mathematics and Computer Science and helped the school with free IT services

**HANOVER PARK HS & WEST ORANGE HS** | East Hanover& West Orange*,* NJ | (May 1996 – Sep. 1996)

***SAT Tutor***

* Tutored/coached students on Mathematics, English, and SAT preparation