AREAS OF EXPERTISE

*Microsoft operating systems*

*Citrix Xen App*

*Exchange*

*Active Directory*

*DNS*

*CommVault*

*Data Protection Management (DPM)*

*Microsoft SQL Server*

*XenServer*

*Hyper-V*

PROFESSIONAL

*Microsoft Certified*

*Master: Microsoft*

*Server Administration*

*Microsoft Certified*

*Master: Microsoft*

*Windows 7*

*Citrix*

*Master: Citrix*

*Citrix Xen App 6.0 Administration*

PERSONAL SKILLS

*Troubleshooting*

*Leadership*

*Time management*

PERSONAL DETAILS

*Peter Bliss*

*5219 W Desert Hollow Dr.*

*Phoenix AZ, 85083*

*C: 623-210-3756*

*E: peterbliss@gmail.com*

*DOB: 08/25/1978*

*Driving license: Yes*

*Nationality: American*

Peter Bliss

Senior Windows Engineer

PERSONAL SUMMARY

Confident Senior Windows Engineer with extensive knowledge and over 15 years of experience in the field to handle mission critical systems. Multi-faceted background with many of the standard enterprise applications such as Windows 2003, 2008, 2012 Servers,  Microsoft IIS, Microsoft Exchange, Citrix, Active Directory, DNS, CommVault, and Microsoft Lync and years of experience troubleshooting issues with those applications. Years of experience performing as a leader of small teams and task forces for virtualization deployment and installation of entire Microsoft network systems. Routinely adapts to rapidly changing, complex issues. Utilizes advanced troubleshooting techniques available through application support or by using expert search and custom programming and configuration. Able to consistently implement new technologies successfully for customers. Current supervisor has remarked to customers: “He does not fail!”

WORK EXPERIENCE

***AfterBurn Technologies, LLC – Phoenix AZ***

Senior Business Solutions Architect December 2014 – Current

Contract work doing projects for small to medium size companies. These contracts consisted of complete environment upgrades. This process started with the design discussing different options for the customer identifying key features of the upgrade that would be important to the client. Identify hardware that could be purchased to keep the project within their budget. Scheduling out tasks with the client to complete the project within a set timeline discussed during the design phase of the project. Once project was completed education and continued support of the new environment to assist the customer learn the ins and outs of the new software and hardware.

Design and build (currently building) AfterBurn Technologies, internal infrastructure. Infrastructure includes, pf Sense, firewall, XenServer Cluster, Microsoft Hyper-V cluster. Design Active Directory Federated Services (ADFS) with Microsoft Azure cloud, Hybrid On-premise and Cloud based Exchange 2013 / 2016.

Developed solution to upload CCTV footage from on premise to cloud based storage. Utilizing open source NAS storage software, implementing RSync and iSCSI storage connections to on premise devices and cloud storage.

***Robert Half Technologies – Phoenix AZ***

Senior Windows Engineer Consultant October 2014 – Current

Contact with client of Robert Half Technologies, which involved repairing the installation of Exchange 2013. Reverted the configuration of Exchange back to default where possible and trouble shot the issues that could not be defaulted. Once those items were identified and their configuration updated to show the correction information. The Exchange configuration allowed the client to continue on with their mail migration.

Assisted the client with a new location that needed to be merge into their network infrastructure. Assisted with server data migration, end user migration, and interface trouble shooting with different applications and services.

KEY SKILLS AND COMPETENCIES

* Leadership of small teams driven to solve problems
* Excels at trouble shooting complex problems
* The ability to clearly communicate with the customer
* Ability to prioritize problems based on severity issue
* A knack for working multiply issues simultaneously
* Ability to research and find answers to the complex problems or implementations.
* Driven to succeed

ACADEMIC QUALIFICATIONS

Associates System Administration

***University of Phoenix 2005 - 2008***

REFERENCES – Available on request

The subject matter expert on Windows infrastructure development and build out for a customer of Robert Half Technologies. Daily tasks including managing multiply VM Ware environments making suggestions on upgrades and repairs to systems key to customer production environments. Trouble shoot issues caused due to hardware issues during system upgrades. Develop strategies on how to better support customers environments that are having complex problems. Document environment changes, implementing a more robust document library on customer environments that is simpler to maintain over time. Train other engineers on how to properly support the customer’s environment with relative easy.

Developed reports that run daily to generate health reports on customer environments, these reports are used to save time for all engineers on their daily health checks. Implemented testing and monitoring tools to help better support customer environments change the company’s reactions from reactive to proactive. Improving the overall customer experience and helping to develop a better partnership with customers.

***Duties:***

* Trouble shoot hardware related issues
* Implement DVR camera systems within the companies environment
* Correct AD related issues with replication
* Monitor AD healthy with PowerShell Scripts
* Design and implement infrastructure upgrades
* Develop an upgrade strategy for customers
* Engineer development and education through demonstration
* Point person for all complex software and hardware issues
* Implementation of tools for monitoring customer networks
* Travel to customer locations to implement hardware changes

***CyberTrails – Phoenix AZ***

Senior Windows Engineer January 2011 – October 2014

Performed as integral part of a team of IT professionals to support multiple customer data infrastructures. Managed and maintained customer environments and constructed recommendations for upgrades. Executed troubleshooting of issues as they arose and once resolved, produced detailed and accurate documentation of the incident. Implemented complex software solutions for customer environments.

***Duties****:*

* Maintained Active Directory to ensure all processes of the domain were functioning properly
* Monitored systems with software to know when systems have become unreachable or when running low on resources
* Maintained working backups of the customer’s data with their backup software or cloud based backup CommVault
* Placed requests with customers when there was a need for new hardware
* Maintained up to date Antivirus levels on all machines company wide.
* Researched new technologies to learn their features, abilities, and best practices in implementation.
* Advanced Exchange configuration, complex design, database availabilities groups (DAG), cross-site exchange configurations.
* Domain mergers, domain migration, and upgrades
* Symantec Enterprise Vault management
* Citrix Xen App 6.0 and 6.5 deployment and support
* Microsoft Data Protection Management (DPM) deployment and management
* Microsoft Windows Software Update Services (WSUS)
* VMWare ESX 4.1, 5.0, 5.5
* SQL Cluster services, fail-over, always-on, complex SQL configurations
* Change Control Implementation, Management
* Distributed File System (DFS)
* DFS Name Space
* Data migration
* File server clusters
* Data Archiving

***S1 Industries – Phoenix, AZ***

Owner / Engineer 2009 - Present

IT consultant for residential to medium business. Examined,, researched, implemented and troubleshot all aspects of client technology needs. Kept current with new technology and trends to help customer strategic planning. Helped clients spend their money wisely on technology that will not be obsolete tomorrow. Educated and enabled customers on virtualization as a solution to hardware and management cost.. Researched using VM Ware for the majority of the company’s projects. Implemented both ESX Server and Microsoft Hyper-V server in order to convert physical servers to virtual servers. Upgraded customer email service with Microsoft Exchange 2003, 2010 to integrate with hardware, software, and

Virtualization upgrades.

***Tuba City Regional Health Care – Tuba City, AZ***

Network Engineer 2008-2009

Managed all aspects of the hospital’s network. Monitored network traffic for bottle necks. Once located, made configuration changes to Cisco equipment to alleviate slow traffic. Researched new equipment that better-suited the hospital’s network needs. Analyzed data traffic patterns to prevent network problems. Worked closely with System Administrators in organizing and engineering the network. Designed and implemented virtual LAN’s to breakup network traffic. Configured Pix firewalls to allow traffic though to specific servers for medical software. Monitored SNMP software to ensure all switches, routers, and wireless devices were up and functioning. Worked with vendors to configure VPN tunnels to offsite locations. Also worked with ISP’s to configure Point to Point T1 connections.

***Tolleson Elementary School District 17 – Tolleson, AZ***

Systems Administrator 2005-2007

Troubleshooting desktop connectivity errors, server errors, and hardware issues. Introduced a proper inventory control program using SQL server and a web site interface. Barcoded all hardware purchased for proper equipment tracking. Maintained an internet usage program to track where students and teachers went on the internet. Tested technology to help cut the cost for the school to meet and exceed the no child left behind act. Able to meet this requirement in one school in the district who later received A+ certification for the year. Worked with consultants that assisted in deploying VoIP to all the classrooms using Cisco switches, phones, and call manager. Helped many teachers in student labs teaching younger students how to work computers, utilized them to find the information that they needed for research