

JOHN C LIPSCOMB

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Career Overview

Experienced Senior Systems Engineer/Administrator, with 22 years in the IT field and the last 14 years focused in Systems and Network administration. Worked with many old and new technologies which have prepared me for my next career opportunity.

Professional Experience

President/CEO

Got-IT Solutions INC

05/2020 to Current

Winter Springs, FL

- **Short and Long Term Contract Engagements** – IT Consulting for short and long term contract engagements to assist your IT teams when headcount is not an option.
- **Infrastructure, Network, and Security Assessments** – IT Consulting for assessing Infrastructure, Networking, and Security vulnerabilities.
- **Infrastructure Projects** – IT Consulting for Virtualization, AD, Azure, and O365 projects.

Sr. Systems Administrator - Contractor

Northhighland Consulting – Disney Cruise Lines

09/2019 to 04/2020

Orlando, FL

- Provided Tier III escalation support to Service Desk, L2 Support, IT Officers; including server, and line of business/hosted application support.
- Worked directly with Network, IT Security, DevOps, Project Management, and Compliance departments.
- Produced and maintained detailed technical and training documentation.
- Managed production and pre-production systems in a hybrid cloud/datacenter environment globally.
- Created additional automation by scripting repetitive tasks with PowerShell and utilizing vRealize.
- Participated in strategic projects for 6 datacenters including dry docks for the ships.
- Built, configured and administered Microsoft Windows server technologies (Server 2008 R2/2012 R2/2016) operating systems, DNS, Active Directory, CA, DFS, and V/VMWare virtualization platforms.
- Provided onsite support on the cruise ships and islands when support is needed and requested.
- Monitored production systems, responded to and troubleshoot incidents and change requests in ServiceNow.
- Managed Enterprise SANs and blades within the VMWare infrastructure.
- Developed process and procedures to streamline HW and SW firmware updates to meet the 99.9% uptime metrics within the production environment.
- Performed POC (proof of concepts) testing with multiple vendors for infrastructure HW and SW.
- Worked with Lead Project Managers and Platform Engineers to lead the effort for mitigating vulnerabilities on all the servers within the DCL infrastructure. This is done by using the incidents reported in Archer and then using BigFix to push MS patches or perform workarounds provided by the vendors for their respective software.

Sr. Systems Administrator

Jeunesse

09/2018 to 08/2019

Lake Mary, FL

- Built, configured and administered Microsoft Windows server technologies (Server 2008 R2/2012 R2/2016) operating systems, DNS, Active Directory, ADFS, CA, DFS, Clustering, and Hyper-V/VMWare virtualization platforms.
- Provided Tier III escalation support to Service Desk, and Jr./Sr. System Administrators including server, network, desktop, Office 365, SharePoint, Azure, and line of business/hosted application support.
- Worked directly with Network, IT Security, DevOps, Telecom, and Human Resources departments.
- Produced and maintained detailed technical and training documentation.
- Mentored Service Desk and Jr./Sr. Systems Administrators.

- Managed Hyper-V → VMWare migration across multiple datacenters locally and globally.
- Managed production and pre-production systems in a hybrid cloud/datacenter environment globally.
- Created additional automation by scripting repetitive tasks with PowerShell.
- Participated in strategic projects to make best use of current and future infrastructure needs.
- Monitored productions systems, respond to and troubleshoot incidents.
- Participated in a 24x7 on-call rotation.

IT Manager – Engineering and Operations
AOK Networking

08/2017 to 09/2018
Oviedo, FL

Engineering:

- Supported Microsoft Windows server technologies (Server 2008 R2/2012 R2/2016) operating systems, Exchange, DNS, Active Directory, and virtualization platforms.
- Installed and configured Windows server and related technologies, SQL 2014 R2, ESXi, Hyper-V, SAN (iSCSi), and network components as needed to complete client projects.
- Provided Tier III escalation support to Network Engineers including server, network, desktop, and line of business/hosted application support.
- Managed Colo for AOK to provide services to clients.
- Resolved network performance issues (internet bandwidth problems, ISP issues and firewall / router issues).
 Produce and maintain detailed technical and training documentation.

Operations:

- Managed 6 network engineers in which I give support and guidance to daily. Responsible for creating training documentation and drawing up career path for all engineers.
- Interacted with customers and provided outstanding, personalized customer service, demonstrating a high level of service standards.
- Exceeded our clients' and customers' expectations through timely communication and follow through.
- Identified needs, estimated costs, and justified priorities for budgetary purposes.
- Prepared and evaluated proposals, made award recommendations and provided technical management of contract services and initiatives.
- Worked directly with President to set budget goals and implement strategic initiatives for the organization.

Sr. Network Engineer
AOK Networking

09/2016 to 08/2017
Oviedo, FL

- Managed 6 network engineers in which I give support and guidance to daily. Responsible for creating training documentation and drawing up career path for all engineers.
- Supported Microsoft Windows server technologies (Server 2008 R2/2012 R2/2016) operating systems, Exchange, DNS, Active Directory, and virtualization platforms.
- Installed and configured Windows server and related technologies, SQL 2014 R2, ESXi, Hyper-V, SAN (iSCSi), and network components as needed to complete client projects.
- Provided Tier III support to Network Engineers including server, network, desktop, and line of business/hosted application support.
- Managed multiple Colo's for AOK to provide services to clients.
- Resolved network performance issues (internet bandwidth problems, ISP issues and firewall / router issues).
 Produced and maintained detailed technical and training documentation.
- Typical week: 40% Windows server/network support, 40% server/network projects, 5% escalated desktop/app support, 5% overflow coverage for sys admins/team lead, 5% admin/meetings, 5% training.

- Supervised 6 network systems engineers in which I gave support and guidance to daily. Worked alongside the team lead in a supervisor capacity.
- Supported Microsoft Windows server technologies (Server 2008 R2/2012 R2) operating systems, Exchange, DNS, Active Directory, and virtualization platforms.
- Installed and configured Windows server and related technologies, SQL 2014 R2, Citrix, ESXi, Hyper-V, SAN (iSCSi), and network components as needed to complete client projects.
- Provided help desk escalation support to System Administrators including server, network, desktop, and line of business/hosted application support.
- Monitored performance of Windows server and server applications, identify root-cause and resolve issues.
- Resolved network performance issues (internet bandwidth problems, ISP issues and firewall / router issues).
- Produced and maintained detailed technical and training documentation.
- Typical week: 40% Windows server/network support, 20% server/network projects, 20% escalated desktop/app support, 10% overflow coverage for sys admins/team lead, 5% admin/meetings, 5% training.

**Sr. Network Engineer
Osborn**

**01/2008 to 05/2014
Richmond, IN**

- Administered and managed the Enterprise Windows 2003/2008/2012 servers, Microsoft Exchange servers, and MPLS networks worldwide on a daily basis.
- Administered and managed the Microsoft Windows 8 PRO/7 PRO/XP PRO desktop environment for the North America offices, and remotely for those offices worldwide.
- Provided quick responses and solutions to eliminate downtime on the network, servers, desktops, laptops, mobile devices, and closing out end users requests within a reasonable time to ensure satisfaction.
- Monitored and rectified network, telecom, desktop, laptop, mobile devices, and server issues on a daily basis.
- Performed builds, installs, and configurations when required for physical and ESXi 5.5 virtual environment.
- Administered the Enterprise ShoreTel VOIP telephone system and implemented upgrades when needed.
- Re-imaged desktops, laptops, and servers and deployed within the organization in a timely manner.
- Repaired and replaced parts when needed also working with external vendors.
- Configured thin clients to provide users with access to resources on a Windows 2003/2008 server to successfully perform their jobs.

Education

Associate of Applied Science: Computer Information Systems
Remington College

2002
Cleveland, Ohio, U.S.A.

Professional Certifications

Microsoft:

MTA: Windows Operating System Fundamentals - 2014
MTA: Windows Server Administration Fundamentals - 2014
MCP: Microsoft Certified Professional - 2014

CompTIA:

A+ 2002
A+ ce - 2015
Network+ ce - 2015
Security + ce - 2015

HDI:

HDI-SCA - Support Center Analyst – 2015

VMware:

VMware Certified Associate 6 – Data Center Virtualization – 2017

VMware Certified Associate 6 – Network Virtualization (NSX) - 2017

StorageCraft:

StorageCraft Certified Engineer (SCE) - 2017

StorageCraft Certified Sales Professional (SCSP) - 2017

Hardware/Software**Hardware:**

Servers – Dell PowerEdge, HP ProLiant, Compaq, IBM

Switches – Cisco Enterprise Switches, 3Com, HP Procurve POE, Netgear POE, Dell ISCSI Switches, Meraki

Firewall – Cisco ASA, SonicWall, Fortinet, Sophos

VOIP – NEC, ShoreTel, ShoreTel Communicator

VPN – SonicWall, Cisco AnyConnect

Wireless – Meraki, Ruckus, Cisco, Linksys, TP-Link, Netgear

Storage – Pure, Cisco UCS, Dell M1000E, Dell FX2, Dell SCv2020, Dell MD3820i, Dell MD1200, Dell MD3220, Dell MD 3200, Dell EqualLogic, IBM DS4000, Qnap Enterprise NAS, Netgear ReadyNAS, HPE 3Par, HPE P4500

Software:

Microsoft Enterprise Servers – 2008 R2/2012 R2/2016. **Microsoft OS** - 95/98/ME/2000/XP/Win 7/Win 8/Win 10

Microsoft Office - 97/2000/2003/2007/2010/2013/2016, Office 365, SharePoint, **Microsoft Exchange** - 2003/2007/2010/2013/2016, **Microsoft Azure**

Virtualization – Hyper-V, VMware ESX & ESXi 4.0 – 6.7, vSphere, vCenter Server 6.7, Citrix XenApp Server

Antivirus – Symantec AV, ESET, Sophos, Webroot, Trend Micro, Windows Defender, SentinelOne

Enterprise Backup – Veritas Backup Exec, ShadowProtect, ShadowControl, Windows Backup, Appasure, Veeam

Management Software – Connectwise, Labtech, Katina, Web Clarify, WSUS, Dell Storage Management, SolarWinds Orion, Service Now, IBM Big Fix