



PHOENIXTEKK
MODERN WORKPLACE ARCHITECTS

Silver
Microsoft
Partner

Lee Lacy

Primary: Sr. Solutions Architect, Endpoint Manager, Microsoft Intune, SCCM, and Azure

Secondary: Windows, Systems Management, Microsoft 365, EMS, & Cloud Services

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Company: Phoenixtekk Inc / Modern Workplace Architects
Microsoft Technology Consulting and System Managed Solutions

Relocate? No, Travel at a higher rate.

Current Location: Phoenix, AZ. Remote work during COVID19

Technologies & Experience

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| <ul style="list-style-type: none"> • Technical Project Management with cross group collaboration experience. • Maintained infrastructure, Quality Controls and Security Polices. • Able to define standards and solutions based on industry standards. • Analytical troubleshooting skills for multiple technologies. • Azure, Microsoft 365, Azure AD, design, and implementation. • Configuration/Endpoint Manager design, deployment, and migration. • Microsoft Intune, Windows Autopilot, Conditional Access including. • Co-Management Integration with System Center Configuration Manager. • MDM / Intune, Apple Configurator 2 and Apple Business Manager. • Enterprise Mobility & Security, Microsoft Defender Advanced ATP. • Azure Information Protections, Microsoft Cloud Security. | <ul style="list-style-type: none"> • Direct Access, Virtual Networks, VPN, and Microsoft Virtual Desktop. • Custom reporting in SQL Reporting Services (SRS) for Configuration Manager. • Integrating Configuration Manager data with other data sources and solutions. • SQL Reporting services integrated SharePoint Technologies and workflows. • Scripting in VB.Net & VB Script, and PowerShell scripting and automation. • Windows Server, desktop and VM management and virtualization. • System Center Orchestrator development, integration, and automation. • Windows Server Hyper-V and VMware virtualization management. • Setup and Implementation of PKI for Active Directory and Azure ExpressRoute. • ARM Template management and administration for automation or backup. • VNET Peering, Site to Site, Point to Site and Azure Gateways solutions. |
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<ul style="list-style-type: none"> • Azure Advanced Threat Protection, Security and Compliance. • Operating System Deployment (OSD)/MDT design, provision, and deployment. • Software Updates, Patch Management design and implementation. • Software Distribution, Packaging, provisioning, and setup with AdminStudio. • Operation Management Suite, Upgrade Analytics, and custom reporting. • Upgrade Readiness, Azure Subscription Resource Group administration. • Microsoft Teams and SharePoint administration and integration. 	<ul style="list-style-type: none"> • Azure Application Proxy, Azure DNS, routes, subnets and virtual networks. • Azure Security rules, NSG config and virtual network interface management. • Hybrid Identities, Azure AD Connect, Federation SSO, and Password Writeback. • VMware vSphere versions of ESXi/ESX 5.5, 6.5 and 6.7 • Secure Identities, MFA, Alerts, RBAC policies, custom roles. • Resource consumption, diagnostics, and enterprise analytics reporting. • Backup/Recovery and CDN, Azure Site Recovery (ASR), recovery service vault.
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Past Employers, Clients & Partners

Microsoft, WME, IBM, Dell, Nigel Frank, MergelT, Atos, Pivotal Consulting, Insight, MARQUAM, NW Naturals Gas, TRIMAX Americas, MCS, American Express, Avanade, PwC, Apex Systems, Bridgewater, Bloomberg BNA, Flexera Software, Bureau of Labor Statistics, Department of Labor, 1E Inc, Enhansoft, SCCM Experts, Panacea Consulting, Chip Manufacturer KLA-Tencor, Ca. State Department of Health Services, Northrop Grumman, NOS Communications, AT&T WorldNet, Warner Bros Studios, NBC, 24 Hr. Fitness, Proctor & Gamble.

Education

School:	Manual Arts Sr. High School, California, Graduate of 1986 – Major: Graphic Arts/CAD, Font Type Setting, Mathematics and telecommunications
Advanced	Trade Tech Community College (Los Angeles, Ca.) El Comino Community College (Hawthorne, Ca.) 4 Certificates in Computer Related Technologies, Microsoft MCP, MCST in SCCM Infrastructures, 1E Inc. Certifications.
Pacific Institute	ISO9000 in Customer Service received from AT&T, ITIL Certifications received from Microsoft.
Microsoft	MCP, MCTS, MCITP, MCNPS. Azure Fundamentals

Experience Overview

Having a wealth of knowledge with System Center Configuration Manager Current Branch and earlier versions, including Office 365, I'm able to architect, design, and implement these technologies, including OS deployment with SCCM/ConfigMgr, integrated with Microsoft Deployment Toolkit (MDT). Experienced in customizing and extending SCCM/ConfigMgr with Co-Management with Microsoft Intune leveraging Windows Autopilot for autoenrollment with customized solutions on top of supporting the feature. Software and hardware custom inventory, operating systems deployment solutions, and automation customized ad-hoc reporting with SQL Reporting Services and Power BI, Software Update management with customized solutions, and reporting dashboards, including compliance status reporting. Active Directory administration of users, groups, and identities. Able to implement and manage PKI, ADFS, SSO/Single-Sign-On, Application Proxy, Azure AD Connect, Azure AD DS, and Microsoft Defender ATP, Advanced Information Protection, Rights Management Services (RMS), Network and Identity Protection including conditional access solutions.

About Me: Able to establish challenging short and long-term goals, takes the initiative, persists at tasks, and pursues completion of objectives. Able to change the behavioral style of team resources to ensure and improve project status leveraging SharePoint features to achieve team goals and meet project timelines. Respond to change with a positive attitude and a willingness to learn new ways to accomplish work activities and objectives. I take the initiative to communicate accurately, up to date plans and expectations to clients, peers, and management to keep people and teams well informed.

Managed multiple agile complex projects from design to deployment to development, developing and executing project plans, reviews, and reevaluating changing requirements to appropriately administer the scope of work. Able to identify resource requirements and map responsibilities to tasks. Manage day-to-day operational tasks of all aspects of a project, in some cases, I perform required functional tasks. Apply enterprise methodology and enforce project standards. I learned a lot about this during my employment at Microsoft from 2005 to 2010. Ability to forecast and identify possible technical issues and risks that may impact a solution or a project's timeline. I'm able to leverage SharePoint, Visual Studios TFS and MS Project for managing projects and related tasks, documentation, and collaboration along with SharePoint workflow and Microsoft Power Automation to drive team member tasks that ultimately drives the resource to hit milestones. This is a unique tactic I developed at Microsoft whereby using technology to drive people, and the people/resources don't realize they are being driven by the technology towards a common goal. It's unique and works effectively. I am a subject matter expert in the design and development of custom ad-hoc reports developed in SQL Reporting Services or Power BI and enabling end-users to easily consume published reports in SharePoint or Microsoft Teams with Microsoft PowerApps integration.

Work History

Technology Leveraged

Azure Active Directory	90%
Azure AD DS	90%
Co-Management /w SCCM	95%
Microsoft Intune/EM+S	90%
Windows Virtual Desktop	80%
Windows 10 / OSD	90%
SharePoint & Teams	80%
Windows Server 2012	80%
Microsoft Teams	70%
PowerBI	80%
Power Automate	70%

08/01/2019 to Current

MergelT / Phoenixtekk Inc

Vancouver, OR/Remote

Position: Microsoft Intune Architect Lead

This project tasks were focused on leading a team of Intune Architects, providing guidance, training, project management across multiple Microsoft Intune and EM+S deployment projects. Developing documentations for various phases of Intune projects. i.e., Vision Solution Architectures, to support the creation of Statement of Work templates for project architects, and SME's to follow. Development of HLD High Level Design and LLD Low Level Design and Feature Installation Guides. Participate manage Project meetings with Leaders and Team members.

This project also consisted of the assessment for and delivery of Modern Workplace solutions leveraging Enterprise Mobility + Security, Microsoft Intune, Windows Autopilot with Co-Management capabilities with Endpoint Configuration Manager, including feature sets consisting of Device enrollment, Conditional Access, Compliance configuration, Identity protection, Application Access Panel, Multi-factor authentication for devices allow leverage Auto Enrollment for Microsoft Intune, Defender Advanced Treat Protection. Considering remote, I have a 31U Dell Rack running Configuration Manager, Active Directory synchronized with AD Connect to Azure AD and Azure AD Domain Services to maintain support of technologies and experience as well as accessible as a functional lab for feature validation and user acceptance testing. This allows validating solutions prior to implementing or adding to a customer/client environment.

Windows Virtual Desktop was also technology under my control from its initial release, into validation on to production. I had the honor or review and digesting this technology with plans for implementation and build as a service with automation workloads on the backend for repetitive task involved with building Windows Virtual Desktops in Azure. The service was documented for release to Market as a Service, based on and following Microsoft's guidelines and market material provided.

Technology Leveraged

SCCM 2012 Current Branch
Windows 10 / OSD
SQL Reporting Service
SharePoint & Teams
Windows Server 2012
SQL Server 2014 & 2016
MDT 8450
VMware vSphere 6.7

%
90%
90%
95%
90%
80%
90%
90%
80%
70%

07/01/2019 to 12/27/2019
OR/Remote

Insight / Windows Management Experts / Phoenixtekk Inc

Vancouver,

Position: Sr. ConfigMgr Consultant

This project was a back-fill for a position that was suddenly left open due to the causes of nature. This back-fill position tasks consisted of picking up and taking on all existing operational tasks and procedures. Consisting of: Software Update management, Application provisioning and deployment with automated targeting built into System Center Configuration Manager and Active Directory. Pick up and maintain the Windows 10 deployment task sequence and improve its existing processes. Improved all Nested Task Sequences for better automation. Maintain and improve the current User Driver Wizard sequences for Windows 10 deployment and Self-Service Windows 10 with Application desired selection deployments.

This project also consisted of the assessment for and delivery of Microsoft Intune, Windows Autopilot with Co-Management capabilities, with feature set consisting of Device enrollment, Conditional Access, Compliance configuration, Identity protection, Application Access Panel, Multi-factor authentication for devices allow leverage Auto Enrollment for Microsoft Intune.

Work was maintained from home with onsite visits as needed. Utilized home network leveraging 32 Dell Server Rack running all System Center application suite of products with integration with Microsoft Intune and Office 365 for real lab environments for support end users or customers.

Technology Leveraged

SCCM 2012 Current Branch
Windows 10 / OSD
Windows Autopilot
Microsoft Intune
SQL Reporting Service
SharePoint & Teams
Windows Server 2012
SQL Server 2014 & 2016
MDT 8450
VMware vSphere 6.7

%
90%
90%
90%
90%
95%
90%
80%
90%
80%
70%

10/05/2019 to When Needed

Dell Computers / Nigel Frank / Phoenixtekk Inc

Vancouver, OR/Remote

Position: Sr. ConfigMgr Consultant

This project was a 5-day Break-Fix Onsite in 2 days back-fill for a position that was suddenly left open due to the firing of the only guy that managed there Microsoft Intune environment. There was no current as built documentation to start from. Luckily cloud managed services makes it easy for cloud consultants to manage environments and projects such as this. With Microsoft Intune, there is only a few different ways you can configuration Microsoft Intune, but primary all various options of configuration pretty much start from the beginning.

The tasks here was to come in a fix Windows Autopilot for the organization. Status was only some systems auto enroll successfully, while others fail. After identifying all possible and current configurations and settings, I came to notice there were local AD groups used in some configuration and this was one of the primary causes of the solution to not work. Microsoft Intune primarily leverages Cloud Groups as appose to Local Groups.

Other issue consisted of unwanted policies that forced some systems to use MFA while other systems was allowed thru to connect and join Microsoft Intune. After all issues was identified and resolved. Application policies was setup and configured for deployed for the customer to complete out the week. A break / Fix solution was identified and resolved during this weeks' time.

Technology Leveraged

SCCM 2012 Current Branch
SQL Reporting Service
SharePoint & Reporting
Windows Server 2012
Orchestrator
SQL Server 2014 & 2016

%
90%
95%
95%
90%
80%
90%

06/01/2018 to 09/28/2018

NW Natural Gas / MARQUAM / Phoenixtekk llc

Portland, OR

Position: ConfigMgr Consultant

This is a partnership between MARQUAM and Phoenixtekk where Phoenixtekk is the technical resource for all activities, tasks and projects related to System Center Configuration Manager.

MDT 8450 80%
VMware vSphere 6.7 70%

This engagement required the tasks of providing and assessment for System Center Configuration Manger, the current Windows deployment process in place using an older version of standalone MDT for OS deployments and leveraging System Center Orchestrator to automate a 32 people process for running and managing Software Updates Patch Management process on a monthly basis. The task was to fully automate the the current software update patch management process that required 32 people performing manual tasks as part of the patch process. Update and provisioning of a newer version of MDT for OS deployment and integrate that process with Configuration Manager as add the ability to use Orchestrator with the MDT OS deployment process. Oversee all automation for Configuration Manger and included developing customized adhoc reporting solutions and dashboarding for System Center Configuration Manager.

Technology Leveraged

ConfigMgr Current Branch 90%
SQL Reporting Service 95%
SharePoint & Reporting 95%
Ad-Hoc Reporting 100%
Office 365 & Azure 70%
Microsoft Intune 90%
VMware vSphere 6.0 70%
MBAM for BitLocker 90%
Windows Server 2016 90%
SQL Server 2016 70%
Peer and Branch Cache 90%

02/02/2018 to 06/01/2018 American Axle & Mfg. / Phoenixtekk llc Southfield, MI

Position: ConfigMgr Architect / Team Lead

This engagement is an extension from the previous project where I worked on this project thru IBM. At the end of the project, the client decided to go directly with Phoenixtekk llc to continue providing services and lead a Team for the SCCM administration and operations.

While holding the position of Lead ConfigMgr Architect, this engagement consisted of a new implementation of System Center ConfigMgr Current Branch to be build side by side to an existing ConfigMgr 2010 R2 environment that will be migrated over to the new ConfigMgr platform. Including an implementation of Microsoft Intune that has requirements to be in place before the migration of user and mail accounts over to Office 365 from an on-premise exchange. This migration effort and build of ConfigMgr is meant to support the migration of 19 newly acquired companies into one company network. After the new ConfigMgr platform was built, all applications, metering rules, app deployments, distribution points, custom reports are migrated over to the new platform.

Notice: The remaining details are the same as the below project. . .

Technology Leveraged

ConfigMgr Current Branch 90%
SQL Reporting Service 95%
SharePoint & Reporting 95%
Ad-Hoc Reporting 100%
Office 365 & Azure 70%
Microsoft Intune 90%
VMware vSphere 6.0 70%
MBAM for BitLocker 90%
Windows Server 2016 90%
SQL Server 2016 70%
Peer and Branch Cache 90%

07/01/2017 to 02/01/2018 American Axle & Mfg. / IBM / ARTECH Southfield, MI

Position: Lead ConfigMgr Architect / Technical Lead

While holding the position of Lead ConfigMgr Architect, this engagement consisted of a new implementation of System Center ConfigMgr Current Branch to be build side by side to an existing ConfigMgr 2010 R2 environment that will be migrated over to the new ConfigMgr platform. Including an implementation of Microsoft Intune that has requirements to be in place before the migration of user and mail accounts over to Office 365 from an on-premise exchange. This migration effort and build of ConfigMgr is meant to support the migration of 19 newly acquired companies into one company network. After the new ConfigMgr platform was built, all applications, metering rules, app deployments, distribution points, custom reports are migrated over to the new platform.

The customer was in a mixed managed environment where Software Updates was being delivered via a WSUS server infrastructure and desktops and laptops were managed by ConfigMgr. In addition to the implementation of ConfigMgr, I also had the task of redesigning the client patch management solution and moving that process over to ConfigMgr to leverage the Software Update feature for a patch management solution. This included managing VMware vSphere 6.0 to VM lab for an environment for ConfigMgr.

I was also tasked with leading the project technically to help drive the project tasks thru to completion as well as performed all deployment tasks for implementing ConfigMgr, including the design and implementation of MBAM Microsoft BitLocker Administration and Monitoring for managing BitLocker encryption. The client had BitLocker in place prior to the MBAM deployment that required re-

encrypting systems where BitLocker was already enabled. For systems that did not have BitLocker enabled, those machines had the MBAM client install and enabled BitLocker during the Operating System deployment process.

As the project progressed, the client noticed and decided to hire additional people to build a ConfigMgr Team that I also lead and managed during this project. I also worked as the technical lead PM supporting all PM's on the project as there was no technical PM on the project. I took on this role to help the project move smoother thru its tasks and work items.

I also developed a SharePoint site with automation that is integrated with SQL Reporting Services for delivering ConfigMgr customized reports. A SharePoint site was dedicated for ConfigMgr for collaboration and documentation sharing an issue tracking list. This allows for handing over the solution simple by handing over a SharePoint site that was leveraged thru out the project timeline.

Develop and provide documentation for the current ConfigMgr environment, perform an environmental assessment and discovery. Document those findings and how the current solution is setup and configured. Run a team cross collaboration meeting and literature review session of the current documentation to ensure we have captured the current design as it is thought to be set up and configured. After an environmental assessment and document review, I take the feedback and formalize the data back into formal documentation. Documentation is tracked, modified and updated as changes to the environment.

During this project, I also managed Office 365 and Microsoft Intune to support all three device types (iOS, Android, Windows Phone). Designed and implemented Microsoft Intune with all Microsoft Apps packaged and deployed to mobile devices. It was noticed that Android devices work differently than other devices, so some special considerations and settings had to be set up and deployed specifically for Android devices.

This project required and allowed to travel back and forward to the client's site on a weekly basis

Technology Leveraged

SCCM 2012 Current Branch
 SQL Reporting Service
 SharePoint & Reporting
 Windows Server 2012
 SQL Server 2014 & 2016
 MBAM Integration

%
 90%
 95%
 95%
 90%
 80%
 90%

06/30/2017 to 11/01/2017

PROSUM LLC / Phoenixtekk llc

Washington, WA

Position: ConfigMgr Sr. Consultant / Technical Lead

This is a partnership between Prosum and Phoenixtekk where Phoenixtekk is the technical resource for all activities, tasks, and projects related to System Center Configuration Manager Current Branch, Microsoft Intune, Office 365, Azure Cloud Services and SQL Reporting Services. This is a stand-by partnership/role for when our expertise is required.

The latest project involved implementing MBAM with integration with Configuration Manager. I was also tasked with leading the project technically to help drive the project tasks thru to completion as well as performed all deployment tasks for implementing ConfigMgr, including the design and implementation of MBAM Microsoft BitLocker Administration and Monitoring for managing BitLocker encryption. The client had BitLocker in place prior to the MBAM deployment that required re-encrypting systems where BitLocker was already enabled. For systems that did not have BitLocker enabled, those machines had the MBAM client install and enabled BitLocker during the Operating System deployment process.

Technology Leveraged

SCCM 2012 Current Branch
 SQL Reporting Service
 SharePoint & Reporting
 Ad-Hoc Reporting
 Active Directory Domains
 Windows Server 2012

%
 90%
 95%
 95%
 100%
 70%
 90%

11/15/2016 to 06/30/2017

American Express / MCS / TRIMAX Americas

Phoenix, AZ

Position: ConfigMgr Sr. Consultant / Technical Lead

SQL Server 2014 & 2016
VMware vSphere
1E Nomad & Shopping

90%
70%
50%

This was an onsite/remote opportunity project working for MCS at client location of American Express in Phoenix, AZ. I held the position of ConfigMgr Consultant / Technical Lead for a ConfigMgr Upgrade/Migration Project. My tasks related to this project is to lead the project technically and help drive the project thru to completion as well as performed all deployment tasks for implementing ConfigMgr.

Develop and provide documentation for the current ConfigMgr environment, perform an environmental assessment and discovery. Document those findings and how the current solution is setup and configured. Run a team cross collaboration meeting and literature review session of the current documentation to ensure we have captured the current design as it is thought to be set up and configured. Used and leveraged VMware vSphere 5.5 version to build out virtual machines for the environment. After an environmental assessment and document review, I take the feedback and formalize the data back into formal documentation. Documentation is tracked, modified and updated as changes to the environment.

Develop and perform a Workshop for the features and solutions planned to Add-on, and the requirements. The workshops help define what features and solutions should be in place for a new environment for it to be called complete and describes the requirements for each ConfigMgr feature pillars and how those features are implemented. Run a series of meetings across various management teams that will be involved in the administration of the platform and capture any newly discovered features, solutions or desires.

Formalize and create design documentation based on the findings of the environment from the discovery and assessment phase including the information and requirements captured from the feature workshops. The documentation consists of a Design Visio and Architectural document for how the environment will look and be built. Pilot documentation is created and developed for how Lab environments will be set up, configured and accessed. Microsoft does not support Lab environments connected to the same network unless there is a license for both environments. This discovery phase help identifies how Labs will be configured and utilized. Develop a migration/upgrade documentation to determine and show how the upgrade or migration will happen and will look at its end state, what features or solutions are enabled and implemented first thru out phases.

Identify the phases the deployment will run and track hardware placement, setup, and configuration. Detect and follow the build out of the various server roles and Windows feature functions. Define Role Based Mappings, Security Groups and mappings within ConfigMgr for managed account and administration. Detect and create different custom reporting dashboards and reports that will help and assist with the migration of objects, packages, and content. I also create custom reports using SQL Reporting Services and SharePoint integration and workflows to manage and deliver reports to administration or end users or any consumers of the reports.

Assist the American Express I.T. End User Computing Team with the build of the Production environment. The build-out of related tasks for setup and configuration of ConfigMgr 2012 is performed in tandem along with other Team members. My tasks are also to monitor the build-out, confirm and validate setting and configuration as the environment setup. During this phase, I track and mark down each and every manually configured settings back into an As-Designed document. This report helps with validating how the environment is set up and can be used to rebuild the environment in the event of a disaster and recovery process.

I've also had the task of understanding, installation and configuration of 1E Products and Solutions like 1E Shopping, Active Efficiency and 1E Nomad for alternative content distribution for peer to peer content distribution and caching. I have the ability to take on something new and learn rather fast to help engineer a solution for features that were originally out of scope.

This project required and allowed to travel back and forward to the client's site on a weekly basis.

Technology Leveraged

SCCM 2012	100%
SQL Reporting Service	95%
SharePoint & Reporting	95%
Ad-Hoc Reporting	100%
Active Directory Domains	70%
Windows Server 2012	90%
SQL Server 2008 & 2012	90%
Microsoft Intune	100%
Exchange Online	70%
Exchange On-Premises	40%
Office 365	90%
Azure Cloud	90%

%

07/30/2015 to 07/15/2016

Microsoft Corp / Avanade

Vancouver, WA.

Position: Project Manager Engineer / Technical Lead

As the Program Manager & Engineer, later moved into the role of Technical Lead after 3 months to manage a small team engineers for this business-to-custom engagement. The position was a dual role of Manager and Engineer. The manager side dealt with managing the customers' expectations, sales efforts, collaborations, meeting schedules as well as managing a 20-client workload. Each team members also had 10 to 20 customer's workloads. The responsibility was helping B2C customer understand and learn more about the workloads purchased for Office 365, then as the engineer assisting Microsoft customers in onboarding purchased cloud services for Office 365 and Azure. The Primary focus of this position was ensuring customer know about existing workloads and unused workloads and making sure the customer can setup and leverage Microsoft Intune, standalone or hybrid. Mobile device management thru Configuration Manager for iOS Apple devices, Android devices, and Windows Phone devices. Also included installation of the Microsoft Intune connector and the Exchange connector in Configuration Manager as requirements for enabling Conditional Access. Microsoft Intune is part of the Enterprise Mobility & Security (EMS) Suite where we had to also the opportunity to set up and provision Azure Rights Management ARMS, Azure Active Directory and AD Sync, Azure Multifactor Authentication and AD FS for SSO for Office 365, SharePoint and On-premises. Azure Virtual Networks and Azure App Proxy solutions. I have also had the opportunity to set up Exchange Online and Hybrid as part of the solution.

We also had the task taking the time to understand the customers' requirements and goals and then help the client build the solution they require from purchased cloud services. Even to the point of ensuring and helping the customer choose the right solution or feature to meet business requirements. REAL WORLD EXAMPLE: Once after successfully assisting a client in enabling Microsoft Intune for mobile device management, the customer ask that he also want to use Microsoft Intune to block users from printing corporate data and information from mobile devices. Now while this feature is not in Microsoft Intune, that capability is in the product ARMS Azure Right Management Service that the customer has already purchased as part of the EMS Suite. It was my job to bring that to the client's attention and assist with enabling the feature and building the solution with the client to achieve that "No Print from Mobile Device" solution.

SharePoint development experience for the team was leveraged to help build collaboration and improve project management. Including InfoPath design and automation to support business workflows and reports built into SharePoint. Including the development of customized ad-hoc reports leveraging SQL Reporting Services for the project and Configuration Manager.

We also had the responsibility of assisting the customer with Office Pro Plus deployments. Some customers did not have Configuration Manager in place and had the only the option deploying Office Professional Plus from Microsoft Intune and a deployable App to desktop computers that were only management by Microsoft Intune. For the customer that had an investment of System Center Configuration Manager that task was to assist the client with the setup and configuration of an SCCM/ConfigMgr Package that would deploy the Office Pro Plus suite of applications to target desktop computers. Packages in some cases had to have the detection logic of identifying users of AD groups and make use of those Groups only to allow the deployment of Office Pro Plus to particularly identified user's communities.

I have recent experience in the following cloud services and features, in provisioning, configuration, optimization, and design: Enterprise Mobility & Security (EMS), Azure Cloud Services, Azure Rights Management (ARMS), Azure AD (AAD), Azure Multifactor Authentication, AD FS service to enable SSO, Office 365, AD Domains Services, Custom Branding, Password Reset, Azure AD Connect Tool, Azure AD Group Management, Azure AD Application Proxy, Azure AD Identity Manager Reporting, Azure AD Domain Services, Exchange 2013 Online and on-premise for Office 365, AD FS setup for SSO with Office 365 and Azure services.

Technology Leveraged

SCCM 2012	90%
SQL Reporting Service	95%
SharePoint & Reporting	95%
Ad-Hoc Reporting	100%
Active Directory	70%
Windows Server 2008	90%
SQL Server 2008 & 2012	90%

04/10/2015 to 06/25/2015

Microsoft Corp/Experis

Redmond, WA.

Position: Lead SCCM Architect

I held the position of Lead SCCM Architect for an existing implementation of SCCM 2012 environment that's implemented in an entirely lock-down state with RBAC rights management managing policy locked down desktop and laptop workstations for Microsoft initiative of Secure Connection from Workstation to Server. My responsibilities were to clean up and improve SCCM 2012 existing processes, standards and deployment methodologies for a client environment of 5000+ remote secure admin systems. This environment had a requirement to be deployed under the covers of the entire Microsoft corporation and ensure the new managed systems was not seen by Corp as administered by a secure source and having the ability not to control already SCCM managed devices by corporate. The project was a secret deployment to the company to prove both SCCM and the managed workstation can be adequately maintained in a lockdown state from infrastructure to workstation hardening. Also developed and implemented a Software Updates deployment solution with policies and standards that make up the patch management procedures. Leveraged SQL Reporting Services integrated with SharePoint to deliver ad-hoc custom SCCM dynamic live reports for applications and software updates.

Technology Leveraged

SCCM Plan & Design	90%
SCCM Patch Management	90%
SCCM 2012	90%
SCCM OSD	100%
SQL Reporting Service	95%
SharePoint & Reporting	95%
Ad-Hoc Reporting	100%
Active Directory	70%
Windows Server 2008	90%
SQL Server 2008 & 2012	90%
AdminStudio/InstallShield	80%

01/05/2015 to 03/27/2015

Bridgewater Associates/APEX Systems

Bridgewater, CT.

Position: SME, SCCM Consultant

During this engagement with Bridgewater Associates, I held the position of SCCM Architect Consultant to help assist with a new implementation of SCCM 2012. The task was to design and architect a 2-tier infrastructure that consisted of a CAS with three primary SCCM sites, one located in the DMZ, one for internal corporate desktops, and one site used as a Pilot QA SCCM site that was locked down leveraging the RBAC permission model. The environment was built with dual reporting in mind with one SSRS Reporting Point located on the CAS Central site for centralized reporting and one found on a Primary site. The solution provided the ability to report for the entire infrastructure from the Central Site, and in the event of a Central Site failure, reports are still accessible. Having the capacity to review reports from the Primary site enables monitoring of all features as the needed for software updates, deployment status and compliance from two layers for the desktop's environment.

Technology Leveraged

SCCM Plan & Design	90%
SCCM Patch Management	90%
SCCM 2012	90%
SCCM OSD	100%
SQL Reporting Service	95%
SharePoint & Reporting	95%
Ad-Hoc Reporting	100%
Active Directory	70%
Multi-Factor Auth	90%
Windows Server 2008	90%
SQL Server 2008 & 2012	80%
AdminStudio/InstallShield	

04/09/2014 to 11/05/14

Bloomberg BNA/The Select Group

Arlington, VA.

Position: Lead Sr. SCCM Architect

I held the position of Lead Sr. SCCM Architect for a new implementation of SCCM 2012. The project was a new implementation of SCCM 2012 recently set up and in place before joining to team. I was to take this environment and recommend best practices and common use of features. My responsibilities were to lead and design an application distribution and package processes and implement the Software Center Catalog App Store along with leveraging the AdminStudio Suite. Convert all corporate applications to MSI distributable applications. Identify and access current applications within the environment and convert to SCCM packages or virtual application packages.

We purchased the AdminStudio Enterprise suite based on my recommendation and experience. Designed and implemented the AdminStudio and InstallShield packaging solutions. This packaging solution also consisted of provided application distributions for the VDI desktop. Designed and integrated AdminStudio packaging workflow with SCCM content distributions and packaging process. Leveraged SQL Reporting Services integrated with SharePoint to deliver ad-hoc custom SCCM dynamic reports. Implemented a Warranty Solution purchased thru partner channels from Enhansoft. Implemented Warranty solution for all corporate workstations and built customized reports with SQL Reporting Services to delivered discovered warranty data.

The Warranty solution enabled management to budget and anticipating hardware purchases. I made possible thru customized reporting for the warranty solution that allowed for viewing what computers are or will be out of warranty in each date range. This solution leverage vendor API to obtain and discover warranty information for company-owned workstations from the hardware manufacturers web service. The identified information also provided information and error codes that enabled the administration to determine why the specific information was not available. Example, if and why serials numbers are not found in the Bios, if the vendor web service is down, etc.

Managed Software Updates and built customized Patch Management Dashboard to display workstation and server security update compliance. These reports presented a graphical representation of the Compliance for software updates. These views allowed for determining what updates are in Compliance and in what enforcement state for each update. Enables administrators to see what computers have fallen out of Compliance and for what specific Updates. These reports allowed for a search for a computer or users name and viewing the Compliance status for the user's computer as well as displaying systems information and status.

Assisted and designed an integrated solution for SCCM and Operations Manager, identified all required monitors for SCCM that should be in Operations Manager, defined rules and alerts based on known best practices and experience. Implemented custom monitoring reports for both SCCM and Operations Manager 2012. Enabled integration between Operations Manager and Service Manager to create/open automated service requests and closure of the resolution. Enabled automatic patching for missing software updates allowing Operations Manager to detect necessary updates then trigger SCCM to send deployment to patch servers that fall out of compliance.

Additional responsibilities included ensuring harden security for vendor by enabling Multi-Factor Authentication for remote access to SCCM environment. Implementation of SCCM 2012 will also be able to manage desktops virtual systems running in a VDI environment successfully. Managing the VDI infrastructure yielded a unique opportunity to design a solution due to the fact the VDI desktop platform all ran on two servers that forced all client distributions to content access thru 1 to 2 network adapters per server. Because of the unique infrastructure, I had to design a solution that required the SCCM content for distributions to reside on the VDI servers so that VDI desktop access and download content from the local VDI storage to keep all VDI desktop virtual systems from access content over the WAN.

I also had the tasks of deploying Configuration Manager such that it would be the source of authority for the deployment of Office Pro Plus and providing security updates for the Office Pro Plus product. System Center Configuration Manager was the tool of choice to assist the customer with the setup and configuration of a ConfigMgr Package that would deploy the Office Pro Plus suite of applications to target desktop computers. The Package in some cases had to have the detection logic of identifying users of AD groups and make use of those Groups to only allow the deployment of Office Pro Plus to identified user's communities.

Technology Leveraged

SCCM 2012	90%
SQL Reporting Service	95%
SharePoint & Reporting	95%
Ad-Hoc Reporting	100%
Active Directory	70%
Windows Server 2008	90%
Multi-Factor Auth	90%
SQL Server 2008 & 2012	

02/10/2014 to 04/04/2014

Bureau of Labor Statistics/Dept. of Labor

Washington, DC.

Position: Lead SCCM Architect/Network Engineer 3

During this engagement, we had a Lead ConfigMgr Engineer for an existing implementation of ConfigMgr 2007. Responsibilities were to clean up and improve the current ConfigMgr environment and its existing processes, standards and deployment methodologies for environment of 4000+ endpoint desktops, physical and virtual machines.

Implementation of a reporting solution built on SQL Reporting Services. We designed and developed custom reports and integrated ConfigMgr reporting solution with SharePoint to make the reports consumable for end users thru known portal end users was used to using. Developed and implemented a software updates deployment strategy with policies and standards configured for patch management procedures.

Leveraged the SQL Reporting Services solution that was integrated with SharePoint to deliver Ad Hoc customized ConfigMgr dynamic reports for applications and software updates. as well as enabled and provisioned Azure Multi-Factor Authentication and ADFS service to enable Single Sign-on for Office 365. In addition, we provided the customization of the branding for the Office 365 login portal as well as setup and configured the Azure AD Sync Tool to synchronize cloud Active Directory identities with on-premises Active Directory.

Technology Leveraged

SCCM Plan & Design	90%
SCCM Patch Management	90%
SCCM 2012	90%
SCCM OSD	100%
SQL Reporting Service	95%
SharePoint & Reporting	95%
Ad-Hoc Reporting	100%
Active Directory	90%
Windows Server 2008	90%
SQL Server 2008 & 2012	90%
AdminStudio/InstallShield	80%

09/09/2013 to 12/15/2013

Kaye Scholer LLP

Tallahassee, FL.

Position: Microsoft Infrastructure Architect

During this engagement with Kaye Scholer, I held the position of Microsoft Infrastructure Architect for a new implementation of SCCM 2012. The project was a new implementation of SCCM 2012 for delivering Windows 7 thru Operating System Deployment (OSD) for 1,000 physical desktops and 1,000 virtual VDI desktops distributed across multiple regional and remote offices in the United States.

My responsibilities were to design and implement SCCM 2012 for a maximum of 2500 desktops systems physical or virtual. Assist the VDI team with migration XP to Windows 7 in all virtual and VDI desktop environments. Convert all corporate applications that were deployed thru VBS scripts and login scripts and applications implemented thru Active Directory Group Policy. Identify and access current applications within the environment and convert to SCCM packages or virtual application packages.

We purchased the AdminStudio Enterprise package suite based on my recommendation. Designed and implemented the AdminStudio and InstallShield packaging solutions. Designed and integrated AdminStudio packaging workflow with SCCM content distributions leveraging Microsoft DFS solution to manage content delivery from SCCM and AdminStudio solution.

Replaced current WSUS patching solution with SCCM Software Updates Management solution. Developed and implemented a Software Updates deployment solution with policies and standards that make up the patch management procedures. Leveraged SQL Reporting Services integrated with SharePoint to deliver ad-hoc custom SCCM dynamic live reports.

Technology Leveraged

SCCM Plan & Design	90%
SCCM Patch Management	90%
SCCM 2007 & 2012	90%
SCCM OSD & Patch Mgmt	100%
SQL Reporting Service	95%
SharePoint & Reporting	95%
Ad-Hoc Reporting	100%
Active Directory Upgrade	70%
Windows Server 2008	90%
SQL Server 2008 & 2012	90%
Systems Integration	90%
Network Access Protection	90%
IBCM Management	80%
PKI Infrastructure	60%
Project Management	75%
AdminStudio	90%

12/21/2011 to 07/15/2013

Dept. Of Labor/Panacea Consulting

Washington, DC.

Position: SCCM Chief Architect

During this engagement with Panacea, I held the position of Chief Architect to manage the guidance and deployment strategies for a Windows XP to Windows 7 deployment project and Windows Network environment. Includes a new implementation of SCCM 2007 before the release of SCCM 2012 for delivering Windows 7 thru Operating System Deployment (OSD) for 5,500+ desktop and laptop systems distributed across multiple regional and remote offices, upgrading Windows Active Directory to Server 2012.

Designed and implemented Software Updates, Operating System Deployment, Application Packaging Solutions, and standards. Features were set up and configured based on best practices and industry standard settings and configurations. The solution enabled proper project completion hand-off along with documentation on use and operational procedures. Validating multiple project deployment requirements and ensuring they meet government agency policies and standards for various agencies. The responsibility of developing solutions and finding an industrial technology solution that will meet the requirements to overcome or work around the incompatibility.

Multi-Factor Auth

75%

Due to the many Agency and Originations within the department, group collaboration was essential to the project's success. Manage meetings across groups based on domain structure and business logic. Provided recommendation for defining the requirements for integrated solutions that enabled more robust collaborations to cross agencies. Agencies within the Department maintained separate Active Directory forest which required tight and close communications and group collaboration to successfully migrate Active Directory 2003 Forest to Active Director 2008 forest and convert each forest into a domain.

The reporting architecture was developed leveraging SQL Reporting Services on SharePoint Technologies enabling cross-group collaboration for multi-functional services and purposes. Identifying and recommending industry technologies to meet project automated requirements. Having a technical background in multiple Microsoft technologies allows a broad outlook of technologies supported based on industry standards and guidelines.

Technology Leveraged

SCCM Patch Management
Active Directory Upgrade
SCCM 2007 & OSD
Patch Management
SCCM Custom Reporting
Active Directory 08
Windows Server 2008
SharePoint Technologies
SQL Server 2008
Systems Integration

%

90%
90%
90%
100%
70%
70%
90%
80%
100%
100%

08/15/2011 to 12/20/2011

Library of Congress/PeopleCom

Washington, DC.

Position: SCCM Consultant

This position consisted of assessing an existing System Center Configuration Manager environment and resolving all issues they currently experienced. Provided recommendation for improving SCC client deployment process by implementing an overall client deployment solution leveraging WSUS Windows Software Updates Service that automatically discovered any system on the network and installing the SCCM client. VMware technology supported this organization's virtual servers for the Configuration Manager environment. At times I needed to have had the responsibility of creating and designing the virtual machines for the use of lab environments. ESX or ESXi host servers were used for vCenter Server management. Leveraged PowerShell and Microsoft Virtual Machine Manager to design automated to solutions in VMM for virtual machine buildouts.

Designed and implemented Software Updates, Operating System Deployment, Application Packaging Solutions, and standards. Features were set up and configured based on best practices and industry standard settings and configurations. The solution enabled proper project completion hand-off along with documentation on use and operational procedures.

Validating multiple project deployment requirements and ensuring they meet government agency policies and standards for various organizations. The responsibility of developing solutions and finding a solution that will address the needs to overcome or work around the incompatibility.

Resolved issues with the Remote Tools feature then and implemented for use for Help Desk as well as trained the staff on the first usage of the tool. Provided standard operations procedures the improved software updates deployment management by implementing best practices and procedures. Investigated and identified PXE related issues to an understanding of what was needed resolve without having ownership of the DHCP services. Improved the operational procedures for deploying Operating System Deployment (OSD) images. Implemented DCM Design Change Management in a lab in preparation for implementing in production as well as setup and configured System Center Custom Updates Publisher Tool for enablement of deploying HP and Dell firmware updates.

Technology Leveraged

SCCM 2007	90%
SMS 2003	90%
Ops Manager 2007	80%
Virtual Machine Mgr 07	100%
Active Directory 08	70%
Windows Server 2008	90%
Power Shell	70%
VB Scripting	80%
Failover & NLB	90%
NAP	90%
Service Mgr 2007	70%
SharePoint Technologies	90%
InfoPath Technologies	90%
SQL Server 2008	70%

09/01/2010 to 07/30/2011

SCCM Expert/Logiknet

Redmond, WA.

Position: Sr. Systems Engineer

Joined SCCM Expert as Sr. Solution Architect and Head of Consulting Service to assist with building and developing a Support Desk business model and helped with the initial write-up documentation for the next version of the company's product. I managed all aspects of SCCM Expert network, Active Directory and SCCM 2007 environments. I also managed all labs and test validation efforts of the company's product against SCCM to ensure compatibility and usability.

I also handled all remote on-site work for the company as Head of Consulting Service for all new on-site deployments of company's product and provided SCCM recommendation and best practices that helped customers improve the overall manageability of System Center Configuration Manager 2007 R3. In this position, I managed the evaluated and test cluster services against the products ensuring scalability and possible uptime through the use of and for Microsoft technologies like SQL Server, Operations Manager, Configuration Manager, and SharePoint.

Technology Leveraged

Forefront Identity Manager 07	70%
Active Directory 08	70%
Windows Server 2008	90%
Power Shell	70%
VB Scripting	90%
SharePoint Technologies	90%
InfoPath Technologies	90%
SQL Server 2008	80%
Systems Integration	100%

04/01/2010 to 08/12/2010

Microsoft Corporation/Schakra

Redmond, WA.

Position: Sr. Systems Engineer

The responsibilities of this engagement was supporting Forefront Identity Manager 2007, Tier 3 support escalations, maintained Security Update compliance, monitoring, and custom Adhoc report development using Operations Manager 2007 and SQL Reporting Services. In addition I also worked with the Sustained Engineering team as a technical resource for assisting with identifying bugs to assist with the development and design through submission of DCRS (design change requests), including gaining understanding to support the Forefront Identify Manger Sync Engine (MIM) to identify problematic synchronization issues and errors for user groups, computers groups, and accounts objects in Active Directory.

Technology Leveraged

SCCM 2007	90%
SMS 2003	90%
Ops Manager 2007	90%
Virtual Machine Mgr 07	100%
Active Directory 08	70%
Windows Server 2008	90%
Power Shell	70%
VB Scripting	80%
Failover & NLB	90%
NAP	90%
Service Mgr 2007	70%
SharePoint Technologies	90%
InfoPath Technologies	90%
SQL Server 2008	70%
Systems Integration	100%

04/2005 to 03/19/2010

Microsoft Corporation

Redmond, WA.

Position: Sr. Systems Engineer to Production Manager

As a Systems Engineer, I was directly responsible for the companies Systems Management Server (SMS) 2003, which was later upgraded to System Center Configuration Manager 2007 R3. I also lead individual efforts as SCCM Engineer on the Network Access Protection (NAP) project from the SCCM Engineering Team. I designed and implemented Microsoft's I.T. client deployment solution leveraging the WSUS Client Deployment option for deployment client in System Center Configuration Manager 2007 R2. The WSUS client deployment solution was implemented to replace Microsoft's historical use of a Visual Basic logon Scripts that provisioned and deployed the SCCM client.

I also implemented a Ticketing/Support Request system for the Infrastructure and Lab Services leveraging SharePoint and InfoPath technologies. Later moved on to a new role as Production Manager and Lab Manager, yet still retaining Engineering tasks and duties of the work required to support and maintain all SCCM clients and virtualization solutions across production and pre-production environments using SCCM and Virtual Machine Manager 2007 R2. Developed a patch management processes are leveraging Configuration Manager 2007 R2 and Operations Manager 2007 R2.

I also had the task of designing a solution with System Center Virtual Machine Manager and Hyper-V to decrease our SCCM server environment down from a 32 physical server footprint in the data center down to a 15 physical server footprint leveraging Hyper-V virtualization technology. This environment supported a 130+ virtual machine environment across Production, pre-production and lab environments. I have strong skills with USMT and the Microsoft Deployment (MDT) Toolkit enabling user state migration for OS migrations for when performing operating systems deployments. I also leveraged .Net development to build and design a Network Access Protection remediation solutions to help with validating and mitigating systems in quarantine.

Leveraged Forefront Identity Manager to manage identities in pre-production to map to user accounts in production. This solution took user ID's found and identified in production to provision and maintain user account in pre-production. The solution allows for ensuring only people that managed the solutions in production are allowed access to the pre-production and to their respective service or platform of which that I was responsible.

Also had the task of integrating and ensuring System Center Service Manager works appropriately with SCCM. I managed with the Service Manager in its infancy, version 1.0 and 2.0 assisting the SCSM Product group with designing and improving the product by submitting bugs and DCR's. DCR = Design Change Request. The tasks related to Service Manager was integration, end-user front end managed and reporting. I built the reporting warehouse for both SCCM and SCSM leveraging SQL Reporting Services. Designed and moved project management workflows from SharePoint into Service Manager.

Technology Leveraged

SMS 2003	<u>%</u>
Active Directory 2003	90%
Windows Server 2003	90%
VB Scripting	90%
SharePoint Technologies	90%
InfoPath Technologies	90%
SQL Server 2005	80%
SQL Reporting Services	90%
Systems Integration	100%

11/2004 to 03/2005

KLA-Tencor Corporation

Milpitas, Ca.

Position: SMS Engineer

Desktop Engineering, Managed a three Tier 2003 Infrastructure Web Reporting & Patch Management, Kix, VB, WSH, & WMI Scripting, IPF and MSI Packaging, Software Distribution Management. 3rd Level Support of all SMS issues, 9,000+ SMS client, Multiple domain in Active Directory, 9 Primaries 10+ secondary sites, develop recommend Policies & Procedures for SMS and desktop systems, Evaluator of all new technologies, implement, designing and supporting those technologies the company desires to use or acquire. Systems Engineer and management of Company's internal instant messaging and usage tracking system, integrated with Microsoft.Net Passport authentication for security and MSN and Windows Messenger IM client. Project Documentation, Windows NT to 2000 to XP platforms, SQL Reporting Service develop and system management, SQL reporting supporting reporting services implementations.

Technology Leveraged

SMS 2003	<u>%</u>
Active Directory 2003	90%
Windows Server 2003	90%
VB Scripting	90%
SQL Server 2005	80%
SQL Reporting Services	90%
Systems Integration	100%

10/2003 to 10/2004

Wells Fargo Bank

Riverside, Ca.

Position: SMS System Engineer

As the SMS Engineer Consultant to Wells Fargo Services, I manage the companies SMS 2.0 and SMS 2003 4-tier SMS Infrastructure World Wide. I manage all SMS Web Reporting and Custom Web Reports. SMS Infrastructure monitors and health reporting. Also as the SQL DBA for all SMS Site systems, I administer and maintain the databases for SMS. Software Distribution Testing and Deployment, 3rd Level Support, Multiple domain structures, 30 SMS Primary's and Over 400 Secondary Sites, Implemented and recommended Policies & Procedures for SMS Packaging. Project detailed documentation, supported clients are: Win 9x, Windows NT, 2000, XP to Windows 2k3.

Technology Leveraged

SMS 2003
Active Directory 2003
Windows Server 2003
VB Scripting
SQL Server 2005

%
90%
90%
90%
90%
80%

05/2003 to 10/2003

State of California Health Services

Sacramento, Ca.

Position: SMS Engineer

As the SMS Engineer Consultant to California Department of Health Services, I continued the packaging and development for the companies SMS Multi-tier Infrastructure. I managed and designed the process in bringing the enterprise standard Office Suite of three flavors (Office 97, 2000, XP) Installation that is manageable. Implemented Office Administrative Points configuring SMS to distribute these Office Points between 6 Primary Sites which supported the implementation of the SMS Add-on Feature Pack, utilizing the SMS 2.0 Web Reporting and Add-on Reporting, Software Update Services (SUS) 1.0 SP1 for Compliance. Quick development of a newly created Package and Re-Package. SMS Infrastructure monitoring and health reporting, SMS Site configuration and location change recommendation for SMS Scripting. Software Distribution Testing and Deployment, 3rd Level Support, SMS/SQL Database Administration. Guided integrating SMS with Remedy Asset Management, 9,572 SMS client / 2 Tier Multiple SMS Site, Multiple domain structures, 6 Primaries and 11 Secondary Sites, Implemented and recommended Policies & Procedures for SMS Infrastructure, Project detailed documentation, Supported clients are: Windows NT, 2000 to XP.

Technology Leveraged

Implemented SMS 2003
Active Directory 2003
Windows Server 2003
VB Scripting
SQL Server 2005
Altiris

%
90%
90%
90%
90%
80%
70%

12/2002 to 05/2003

24 Hour Fitness

San Diego Ca.

Position: Desktop Support Lead / SMS Administrator

As the Desktop Support Lead and only SMS Administrator, I designed and implemented SMS 2003 for a two-site infrastructure for 24 Hour Fitness with emphases on remote client support for their laptop environment of 500 customers, and local client of the community of 1,500. Before Implementing SMS 2003, I had the tasks of Installing and Implementing SMS 2.0 and Altiris 5.5 simultaneously in a lab environment and production. This was done to allow management first and view of how they both functioned and their capabilities, soon after choosing to implement SMS 2003 over Altiris on the lack of certain features in Altiris and based on my recommendation to choose SMS. My challenge of tasks was to implement SMS for a rather mostly known company but rather mid-size network and end-user community health club in a short length of time, to enable tracking and deployment of patches for patch management. Also capturing the implementation process of a soon after project for the installment of New IBM Desktop systems. This position also held the rank of being 3rd Level Support, as well as the SQL administrator for SMS. Also, I was hired for my experience with large desktop and network environments, as well as for my knowledge with SMS Microsoft Systems Management Server. My tasks and projects as Desktop Support Lead were to evaluate 24 Hour Fitness desktop world and provide and recommend improvements as I developed the desktop deployment to tool that will be used. During testing and implementation of SMS for this company, I used SMS and Altiris to react to the MS02-026 Unchecked buffer Worm. I am very fluent with the packaging installers of SMS Installer and Wise Installer and Winstall. I worked directly with Microsoft when setting up SMS, but I did all evaluation and recommendations for SMS to come into the company. Handle all duties of the department management as Desktop Support Lead for the Desktop support staff. Implemented and strategize a Plan for a Project that had to deal with migrating more than 150 dial-up users off an AS5300 dial up a server over to a VPN Solution and supported this solution through and after the migration.

Technology Leveraged

SMS 2.0 to SMS 2003
Active Directory 2003
Windows Server 2003
VB Scripting
SQL Server 2005

%
90%
90%
90%
90%
80%

12/2001 to 12/2002

Warner Bros. / AOL Time Warner

Burbank, Ca.

Position: SMS Systems Analyst.

As one of two SMS administrators for the whole SMS infrastructure of a 3 tier SMS site, I managed and developed all application packaging and software distribution, using MSI, batch files, SMS Installer scripting, WHS scripting 3rd Level Support to all other IT Staff and department. User environment of 9,000 clients in a Multi-domain structure, the SMS infrastructure spread Worldwide. Domestic and International down to the UK. I also designed and managed the integration between SMS and Altiris Suite 5.5, Remedy Database Integration with MS Access for reporting asset management data. Assisted in the development of Policies & Procedures for the SMS Infrastructure. Comprehensive, detailed Project Documentation. Desktop environment or Windows 9x, NT, 2000, later migrating to Windows XP. Used VB for some scripting, Used Perl 2.5 during a Unix and SMS integration to capture Unix systems information into SMS. Also standardizing their application package distributing by scripting their applications with SMS Installer and Winstall (Windows Installer). I maintained and created all SMS 2.0 reports using Microsoft Access 2000. I maintained and created all Collections and Queries that was to be employed by all SMS Console Users. I maintained and monitored SMS backup results and status reports for metrics reports on the status and health of the SMS Infrastructure. Managed SQL for SMS as the DBA for SMS with monitored help from our DBA, Team. Test Specialist involvement in all New Projects, Applications, or System Data Integration. Since our SMS Infrastructure was rather a significant size, there was a variety independent IT department within the company under deferent management staff, which created a duplicate GUID problem. I maintained and monitored the SMS SQL database for these duplication GUID records in the database keeping our SMS database free from cross-linked and referenced files and tables, which also provides a performance gain for SMS and SMS Console users.

Technology Leveraged

SMS 2003
Active Directory 2003
Windows Server 2003
VB Scripting
SQL Server 2005
Server Backup

%
90%
90%
90%
80%
70%

07/2001 to 09/2001

Northrop Grumman

El Segundo, Ca.

Position: Server Administrator / SMS Packager

Administered a 30,000 + end-user network environment. Admin of Exchange Accounts, Handled Server Team Trouble Tickets, Backups and Restore, Maintain 30 + NT Servers, Performed and analysts on a 5-year-old legacy Lotus Notes systems. Upgraded the MS Access portions of this legacy system and modified the code in an older version of Access, made modifications to the database links to Oracle. This system that Northrop had in place took a total of the 3 hours and 45 minutes to complete the needed reports. After analysis and modification to this system, this systems process now took 55 minutes to complete. Set up a monitoring system of the NT Servers using the native Performance Monitoring program of MS Windows. Also placed on a project to develop a packaged application of an Oracle client that needed to install in silent mode. The project had started before I began working for Northrop, and their current staff was unable to accomplish this task successfully, with my research and documents from Oracle I was able to get this package to install in a quiet manner.

Technology Leveraged

SMS 2003	80%
Active Directory 2003	90%
Windows Server 2003	90%
VB Scripting	90%
SQL Server 2005	80%
Server Backup	70%
MS Access – Asset Mgt	100%
Ad-Hoc Reporting	100%

10/2000 to 06/2001

NBC Studios. & TekSystems

Burbank, CA.

Position: SMS Systems Administrator

Administered a 1500 + end-user network environment. Maintain 60 + NT Servers, MS Access and SQL databases. Developed an Asset Management Tracking System in VB with MS Access on an SQL server, Assisted in the management in their Token Ring to Ethernet Conversion Project. I've used SMS Installer and scripting in my daily duties along with Wise Installer. Scripts from the corporate office are re-written to fit our network environment. Performed QA testing, Integration of MS Access Database and SMS for automation updates to the database about Asset Management. Developed internal Web Support Site called: InsideTwist.nbc.com. Assistant Novell Administrator, MS Access graphical customized reporting, I wrote the scripts for the actual desktop conversion (Process of converting a desktop system from Token to Ethernet. TekSystems used 13 technicians for the Token Ring conversion. These technicians were anticipated to go to every computer on NBC's lot and convert the desktops to Ethernet and then track this information via pen and paper using custom formatted inventory discovery forms. Consequently having to enter all these development forms into a database using two Data Entry Clerks. My plan modified this in the form of using a database I programmed in MS Access, which makes this task easy and fast of programming a quick designable GUI making it easy for data entry on the fly. I recommended that each tech could go to the machine that is planned for conversion, first pull up the MS Access database using a pre-defined URL path to the program that starts the Access database program. Capture required information before conversion. After conversion, re-open the Access database and obtain the completed conversion of the machine. Once the conversion process is complete, we have now converted all machines and received the required information for inventory and conversion status simultaneously, eliminating the need for Data Entry Clerks altogether. This plan benefited the project by allowing the workflow process to complete sooner than the expected completion date. Upon the end of the conversion project, I took this Access database and integrated it with the SMS Site Server. Using SMS native discovery method to detect devices on the network that discovers converted desktops and updates the Access database. The solution was integrated with SMS Site Server database providing an up to date database of asset inventory and status of devices on the network. During this portion of this project I was requested by management asking the question; can I build and bring into production enough Windows NT Print Servers to support 1300+ users and 200+ network printers in two weeks I formulated a plan and finished building 11 NT Print Servers, having them configured with appropriate Print Queues. 200+ print queues were spread out over 5 Primary Print Servers and Duplicated over 6 Back Up Print Servers, in 9 days. I also took data from the Server Team and Network Team, that they provide to me on their own or what format they can get exported. This data comes from there Routers, Switches, Servers and any other devices they had on the network and whatever information they had on their own managed devices. I then took this information and compiled them all into to one format appropriate enough to import into MS Access, and migrated this information with the existing information that was previously in the database. This type of inventory database would have a ratio 50% of its data updated automatically by the standard operations of SMS (System Management Server).

Technology Leveraged

SMS 2.0	70%
Active Directory 2000	70%
Windows Server 2000	80%
VB Scripting	60%
SQL Server 2000	70%
Server Backup	70%
MS Access – Asset Mgt	100%
Ad-Hoc Reporting	100%

11/1999 to 10/2000

Paper-Pak Products Inc/Proctor & Gamble

San Dimas, CA.

Position: Assistant I.T. Manager - 3rd Level Support

Support Center Assistant Manager - 1000 end-user Desktop Support, VPN & Network Administration, Asset Management Database Administrator, Asset Management, SQL Server Administration, IS Purchasing Liaison, SQL Assistant Administrator, Systems Analyst. While working for Paper-Pak Products, "Formerly: Procter and Gamble" as a network admin and database administrator, my functions consisted of some 2nd to 3rd level support to remote user and internal 600+ end users. I traveled to their New Jersey site and took an assessment of their Novell 3.11 network. Takes action whenever necessary to correct whatever problems that existed. One issue was to fix this old database program called Forth-Shift which was a 16-bit application causing errors and systems hang since the company put in new desktops in with the operation system of Windows NT. Set up a VPN tunnel at this New Jersey site back to the corporate office in San Dimas, California. Managed this site remotely from California until the site was retired which was the intended plan of the company. I then traveled to their Dallas site and set up a similar VPN Tunnel back to the corporate office same technology of SonicWall firewall with VPN technology. I also wrote a proposal requested management to formulate a workflow process for an asset management tracking system. I then programmed an MS Access/SQL program that tracks the Adds, Moves, and Modification or Changes to any Desktops or Laptop machines. The database contained information concerning each machine which consisted of its location, device status, Purchase History add-ons to such computer, e.g. new Ram or external zip drive, etc. the user of the machine, the machine warranty as well as a ratio of its TCO. This database is also still in use by this company. I also used my home network as a remote test site for the company when needed for testing new equipment for some function that would require an actual off-site test to provide real accurate test results for its primary function. I also took an already prewritten MS Access Project Management database program they had and integrated into with another MS Access program I developed, which provided very detailed graphical reports on the Support process of the Incident Tickets, submitted to the Help Desk.

Technology Leveraged

Active Directory 2000	90%
Windows Server 2000	90%
VB Scripting	90%
SQL Server 2000	80%
Server Backup	70%
MS Access – Asset Mgt	100%
Ad-Hoc Reporting	100%
SMS 2.0	60%

04/1999 to 11/1999

NOS Communications Inc.

Los Angeles, CA.

Position: Help Desk Supervisor

Start-up Company Help Desk Supervisor
 Project Administration
 Purchasing Liaison
 Dial-up Specialist
 1200 end user network
 Server and Desktop maintenance
 Help Desk Organization
 Lead on Inventory and Asset Management
 Help Desk Services
 Project Documentation
 Dual Network NT & Novell

Technology Leveraged

Active Directory 2000	90%
Windows Server 2000	90%
SQL Server 2000	80%
MS Access – Asset Mgt	100%
Ad-Hoc Reporting	100%
Cable Drops & Setup	100%
SMS 1.0	50%

08/98 to 04/1999

Consultis Information Technologies.

Los Angeles, CA.

Position: Contractor. Various Companies

Everen Securities Inc / GE Capital. Major rollout of Dell systems.
 Installation of MS NT and Novell V.4 on Dell systems.
 15 Site Roll out of Dell systems in California.
 Systems Analyst, and Configuration Management.
 Print Services Management
 Arden Realty Inc. Y2K Upgrade.
 Desktop Support for 100 systems.
 Configuration Management.
 Systems Analyst.

Installation of Groupware software/cookie installations.

Technology Leveraged

Windows Server 2000
MS Access – Asset Mgt
Ad-Hoc Reporting
DB Administration

%
90%
100%
100%
100%

10/1998 to 02/1999

AT&T Worldnet Service.

Burbank, CA.

Position Call Center Support Analysts

Call Center Technical Support (Phone Support).
Internet connectivity.
MS Access Design and Development.
Trained in Customer Service / ISO9000 Certified.
Dial-up connectivity.