



SUMMARY

- 30+ years of experience with systems/server administration.
- Currently supporting 3000+ endpoints, physical and cloud, for 2500+ user base.
- Experience with virtualization solutions such as VMware, Hyper-V, and Citrix.
- Experience with cloud environment architecture and hosting, MS Azure.
- Indirect supervision of 10 Client, with \$250,00 of Month Recurring Revenue

TECHNICAL SKILLS

Languages: PowerShell, Python, Java, HTML5, OOP
Operating Systems: Windows Server (2003, 2008, 2008 R2, 2012, 2012 R2, 2016.2019.2022), Linux, UNIX, MS Exchange (2003, 2007, 2013.2016,2019 Exchange Online)
Tools: Azure, VMware, Hyper-V, DNS, Group Policy, DHCP, Active Directory, Citrix, Cisco, NAS, SAN, EMC, SolarWinds, Track-It, N-able, Solidworks, Fortinet, Barracuda, SonicWall, Sophos, Kaseya, SAP, Dynamics

PROFESSIONAL EXPERIENCE

Large MSP June 2024 - Present
vCIO

- Strategic IT partner for clients, developing and implementing long-term technology strategies aligned with their business goals, managing client lifecycles, and providing expert advice on aspects like cybersecurity, disaster recovery, and technology infrastructure.
- Responsibilities include conducting Periodic Business Reviews (PBRs), creating strategic technology plans, identifying and managing risks, and ensuring cohesive system management while overseeing budget and vendor relationships.
- Key qualifications include extensive IT experience, strong leadership and communication skills, and knowledge of cloud platforms like Azure, Microsoft 365, and various security tools.
- Strategic IT Planning: Overseeing IT infrastructure and aligning it with business goals.
- Cloud and Virtualization Management: Managing cloud environments (e.g., Azure) and virtualization solutions (e.g., VMware, Hyper-V, Citrix).
- Endpoint and Server Management: Supporting thousands of endpoints and servers, both physical and cloud based.
- Security Administration: Ensuring corporate-level security and compliance.
- Team Leadership: Supervising technical teams and providing advisory support to stakeholders.
- Budget Management: Handling departmental budgets and financial projections.
- Customer Support: Managing helpdesk operations and client support at all levels.
- Project Management: Leading migrations, installations, and implementations of IT systems.

PROFESSIONAL EXPERIENCE

Large MSP February 2018 – Jun 2024
I.T. Director

- Management of 3000+ endpoints both on-perm and cloud, over 300 MSP Managed Clients/
- Engineer and Supervise migration of Microsoft AX, CRM, and SAP applications into Azure/AWS.
- Engineer Hypervisor servers including Windows (2003 - 2022), VMware, Hyper-V, and Azure.
- Manage MSP Help Desk provided customer support at all levels of client servers and End user systems.

- Manage Monitor and maintain Corporate Colocation
- Responsible for Corporate Level Securities administration.
- Manage and Maintain support 24/7 operations for monitoring and maintenance of internal and ALL 300 MSP clients.
- Engineer, build, and manage maintenance of 3000+ endpoint devices
- Manage Installation, set up, and maintain VoIP phone systems.
- Design, implementation, and administration of Microsoft Exchange 2003, 2007, 2013 and Office 365 Business, 365 Exchange Hybrid.
- Engineer Enterprise Networks, WIFI, Supervise installation of these environments.
- Direct Supervisor of 20 Tier I, II and III technicians, as well as Managers.
- Maintain Departmental Budgets and Budget Projections, do a 3.5 million dollar a year Division.
- Manage and Monitor KPIs for SLA contract Responsibilities.

National IT Services Provider

February 2016 - 2018

Sr. Systems Administrator

- Responsible for 300 servers both on-perm and cloud, as Sr. Administrator to Lakewood Church.
- Perform migration of Microsoft AX, CRM, and SP applications into Azure.
- Build servers including Windows (2003 - 2016), VMware, Hyper-V, and Azure.
- Perform Microsoft domain controller and DHCP scope administration, AD SI, and domain controller replication as well as Group Policy management and design.
- Provide customer support at all levels of client servers and systems.
- Manage and maintain Dell enclosures M1000e and FX2.
- Responsible for Groups and Securities administration.
- Perform Microsoft Active Directory administration and design, domains and trusts, user and computer securities, DNS, LDAP, object permissions as well as sites and services.
- Maintain and support 24/7 operations for monitoring and maintenance.
- Engineer, build, and maintain EMC, VNX, SAN, and NAS type storage structure.
- Install, set up, and maintain Lync and iNet collaboration and phone systems.
- Design, implementation, and administration of Microsoft Exchange 2003, 2007, 2013 and Office 365 Business, 365 Exchange Hybrid.
- Implement firewalls, load balancers, and NSGs.
- Direct Supervisor of Tier I & II technicians.
- Utilize PowerShell and .bat scripting.

IT Consulting Services

March 2013 - January 2016

Sr. Systems Administrator

- Built servers including Windows Server (2003 – 2012), VMware, and Hyper-V.
- Completed rebuild of on-perm data center at Weir Seaboard Oil & Gas, design and implementation of National MPLS, at 18 sites globally, 80 servers both Hyper-V and VMware.
- Worked with Nexus Medical Healthcare Systems on upgrade from Exchange 2010 to 2013, installation and design of Ruckus wireless system, and installation/configuration of Cisco fiber core, supporting 65 servers with 50+ network devices across hospital system.
- Designed, implemented, and administrated Microsoft Exchange 2000, 2003, 2007, 2013 and Office 365 Business.
- Engineered, built, and managed all manufacturing, financial, and tracking ticket systems to include SolarWinds, Track-It, Connectwise, Mass500, MFG, M-Files, N-able, Solidworks, EPDM.
- Administered and designed Active Directory, DNS, LDAP, domains, securities, and permissions.
- Managed MS domain controllers, DHCP, AD SI, and DC replication, and Group Policies.
- Engineer, build and maintain, EMC, VNX, SAN, and NAS type storage structure.
- Engineered, built, and maintained backup solutions of Symantec, Arcserve, and Barracuda.

- Installed, set up and maintained Fortivoice, Avaya, Cudatel, and NEC Phone Systems.
- Performed multiple monitoring systems configurations using SolarWinds N-able and Track-It.
- Provided Tier III support to clients and performed day-to-day technical operations.
- Supported both Linux and Windows environments.
- Completed migration of office to new Cyrus One data center.
- Engineered, built, and maintained enterprise networks.
- Performed Hyper-V and VMware service and maintenance.
- Performed Microsoft Azure (Classic) service and maintenance.
- Utilized switch, router, and firewall architecture to include Cisco, Cisco Meraki, Sonic Wall, Fortinet, and Palo Alto.

Hosting Provider

July 2012 – February 2013

Managed Hosting Systems Administrator

- Managed administration of 9 data centers with 200+ servers and cloud POD instances for Houston's largest cloud computing provider.
- Controlled setup and maintenance using IMS, cPanel, and client interaction.
- Supported Linux Red Hat and Windows Server environments.
- Overnight client monitoring using Nimbus monitoring.
- Over 40+ managed hosting clients, providing technical support as needed.
- Ticket system monitoring of all client transactions and maintenance updates.

Steverson Staffing

May 2008 – June 2012

Network Administrator

- Set up and maintenance of network and workstation administration.
- Oversaw and designed Windows (2003-2008), FreeBSD, UNIX based servers, with Cat5, Cat6, Cat6e, Fiber cabling, and switch routers and performed remote installation and maintenance.
- CCNA Trained. Managed Microsoft exchange (2003, 2007, and 2010) servers, Juniper net screen, remote desktop administration and performed Cisco router and switch maintenance.
- Maintained 8 websites, including coding in Java, ASP, PHP, and WordPress.

Healthcare Company

January 2007 – April 2008

Network Services Administrator

- Set up and maintained network and workstation administration for medical services offices utilizing Windows and UNIX based servers and Cat5, Cat6, Cat6e, and Fiber cabling.
- Performed Electronic Records Management (ERM) conversions.
- Installed and administrated switch routers and radiology reader equipment.

Ecommerce Company

January 2006 – December 2006

Jr. Systems Administrator

- Installed and maintained Cisco switch routers and performed inventory maintenance.
- Set up and maintained network and workstation administration for Internet web hosting and ecommerce utilizing Windows Server, UNIX, Red Hat, and Fedora servers as well as Cat5, Cat6, and Cat6e cabling.

MILITARY

1998 - 2005

Company Supply NCO SSG/NCO SGT/SPC, Texas National Guard, AGR

- Supervised company level supply and admin; duties included small-arms inventory and record keeping, personnel transactions and company training planning.
- Performed network and workstation administration, designing and implementing databases.

M1A1 Tank Crew Member/SPC, US Army Active

1993 - 1996

EDUCATION

MBA Management – American Intercontinental University

MSIT Project Management - American InterContinental University

BIT Computer Systems - American InterContinental University

Doctor of Computer Science - Colorado Technical University (Noncomplete)

Certification

Security+

MS900

AZ900

Sophos Architect