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## **Experience**

**Owner / Lead Consultant**, Rapid Storage Solutions, LLC/TeamRSS, 2/2010 – Present (Self-Employed)

Managed various projects including hands-on and supervisory roles. Worked to bring open-source and financially sound solutions for SMB while working larger contracts, most recently for a global carbon black company based in Houston, TX and Frankfurt am Main-Niederrad, Germany. Handled Windows and Linux migrations, office moves and networks ranging from small workgroups to an MPLS infrastructure connecting 25-30 sites throughout North/South America, Africa, Europe and Asia. Was responsible as a subject matter expert for a number of topics and managed small technical groups.

Primary Technologies: Red Hat Enterprise Linux/CentOS, Windows Server 2008 R2, VMWare ESXi, Microsoft Hyper-V, GNU-KVM, Samba, Network Hardware, FOG Imaging, Nagios Monitoring, Multi-Site Active Directory, Asterisk.

**Systems Administrator**, IDAGroup, LLC/HostPlanet, 3/2009 – Present (Full-Time to Contract)

Responsible for administration of 250+ servers ranging from Windows 2003/2008 to Debian, SuSE and CentOS as well as related networking/security hardware and software, using/supporting Macintosh OSX Leopard, Snow Leopard, Windows XP and Windows 7 in local and client environments. Installed and maintained high-security, client-confidential servers for Swiss banking and finance clients as well as HIPAA compliant systems for US-based medical offices. Built policies and methods to streamline systems, networking, Nagios-based monitoring and communications company-wide. Assisted with speedy tier 3 trouble ticket resolution, customer retention, customer service and closing new sales.

Primary Technologies: Red Hat Enterprise Linux/CentOS, Debian GNU/Linux, VMWare ESXi, VMWare Server, WHM/cPanel, Various Red Hat applications, Network Hardware.

**Enterprise Technical Service**, Sunbelt Software, 1/2008 – 3/2009

**Promoted to Tier 1 Lead 12/08, Promoted to Tier 2 1/09**

Supported Sunbelt's software and also hardware appliance for external enterprise users, primarily working with Windows Server 2003/2008, Exchange 2003/2007 and Active Directory. Lead initial support and assisted in training coworkers on Sunbelt's first hardware appliance, which is Linux based. Maintained excellent relationships with our customers, exercising customer service as well as retention skills when necessary. Experienced entry-level management while Tier 1 Lead.

Primary Technologies: Windows Server 2003/2008, Exchange 2000/2003/2007, Windows XP, Red Hat Linux, SMTP, MessageLabs MTA, ClamAV/Vipre AV.

**Student / Unemployed**, 12/2004 - 12/2007

**Technical Support Contractor Level 1.5**, ARC/Verizon, 5/2004 - 11/2004

Supported Verizon's internal employees, as well as outsourced help desk responsibilities. Mainly worked with Microsoft Windows, internal hardware/software, network and printer issues over the phone or via remote administration.

Primary Technologies: Windows 98/2000/XP, Lotus Notes, VPN Clients, MS Office Suite.

**Systems Administrator**, ERA Dennis Realty, 2/2000 - 4/2003

Single handedly supported over 160 users in PC/Network/Printer issues. Rolled out new versions of operating systems, as well as new machines and network technologies.

Primary Technologies: Windows NT 3.5/4.0, Windows 95/98, Desktop Repair.

**Desktop Support Intern**, Expanets Inc., Formerly Atlantic/Lucent Technologies, 9/1997 - 2/2000

Supported over 700 users in a department with 6 IT technicians. Assisted technicians in completing tasks for infrastructure development, as well as PC/Network issues as they arose.

Primary Technologies: Windows NT 3.5/4.0, Windows 95/98, Desktop Repair.

**Technical Skills**

Desktop / Productivity: Windows (XP, Vista, 7), Mac OS/OSX (8 through 10.7), SuSE, CentOS/Fedora, Debian/Ubuntu Linux, OpenOffice, Microsoft Office, VNC/Remote Admin, Lotus Notes, Networking

Enterprise Software: CentOS/RedHat, SuSE Enterprise Server, Debian GNU/Linux, OSX Snow Leopard Server, Windows Server 2003/2008 (Active Directory/GPO/Exchange), Apache, MySQL, Config Server Firewall/IPTables, OpenSSH, cPanel/WHM, Exim, OPSView/Nagios, VMWare Server and ESXi (vSphere), HyperVM, GNU-KVM, MS Hyper-V, Virtuozzo/OpenVZ, Xen, Enterprise Anti-Virus, FOG Imaging/System Management

Enterprise Hardware: IBM Bladecenter Chassis/Blades (HS-Series), HP 1-4u systems, Rackable Systems (now SGI), Cisco Switching (Entry-level)

Programming Languages: (Novice / Intermediate):  
BASH, ksh, PHP

**Education**

Graduated 5/2002  
Land O Lakes High School  
Land O Lakes, FL  
Earned High School Diploma

Fall 2004 – Summer 2006  
Santa Fe College  
Gainesville, FL  
AA Coursework- Political Science Concentration

Fall 2005  
University of Florida  
Gainesville, FL  
Dual-Enrollment with Santa Fe College