

**Education
 Certifications:**

AS - Electronics Engineering Technology (Graduated 2001)

Hamilton Technical College - Davenport, IA

 CISSP - Certified Information Systems Security Professional 343048 (2009)
 Microsoft Certified Professional (Server 2012 R2)
(ISC)²
Key Skills:

- Experienced with Microsoft server products (Active Directory, MSSQL 2012-2016, IIS 6-8+, Terminal Services, Hyper-V, DFS)
- Experienced with Linux server technologies (NFS, SAMBA, SSH, SFTP, Apaches, MySQL,)
- Experienced with virtualization technologies (VMWare ESXi, Hyper-V)
- Experienced with project management for IT Infrastructure (Data center planning, Server deployment, Server maintenance)
- Experienced with security standards and regulatory standards to protect data and maintain data integrity

**Employment
 History:**
6/2018-Present
TaskUS - San Antonio, TX/Santa Monica, CA
Senior IT Systems Engineer

As the Senior IT Systems Engineer at TaskUS my job is to work with the international team of IT staff at TaskUS to assure operational stability for the TaskUS environment. This includes assuring proper monitoring and alerting is in place, as well as developing and implementing documentation around the reactionary steps needed to respond to alerts. I have helped to develop and deploy the knowledge base system for the IT teams around the world, and have rolled out thorough and complete documentation on certain processes that did not exist at the company.

I administer and support multiple ESXi clusters with HA configuration with about 40 servers locally in San Antonio and hundreds more throughout the US, Mexico, Philippines and Taiwan.

Additionally, I help with guidance of deployment and administration of cloud infrastructure at TaskUS which includes a small environment of servers in AWS leveraging EC2, ALB, and EBS.

I am also responsible for new site deployments for TaskUS including assistance with the necessary architecture for the hardware and then deploying the design to the new sites for use with the operations teams. I have a goal of saving the company \$40-50,000 per new site with redesigned architecture.

I also consult on other projects with TaskUS and saved the company \$24,000 annually on web hosting for the TaskUs.com site.

8/2014-6/2018
Rackspace Managed Hosting - San Antonio, TX
Windows | Strategic Enterprise Support Engineer/Architect

As a Strategic Support Engineer & Architect at Rackspace my job was to work with my customers to assist in providing a solution that helped them to meet their IT needs by providing expert technical assistance with Rackspace's line of products and assisting with bridging their dedicated environment to cloud infrastructure such as AWS, Azure or Rackspace Cloud. I lead the technical infrastructure and development needs for over \$900k+ per month of company revenue. Assuring they stayed current in technologies and could meet their company goals.

In my position, I was my customer's technical liaison and expert on the account team. I routinely worked with and oversaw work done by Systems Administrators on the support floor to assure proper support given to the accounts and assist with process improvement for my accounts as needed. I worked to provide infrastructure guidance for the customer directly and provided architectural upgrades and modification to improve overall performance and reliability of the infrastructure. I was able to work as a partner between my customer and Rackspace to offer a 36% discount on their environment by committing to a 36-month contract, saving the customer money and assuring continued business.

Within Rackspace I strived to be a leader in the community and offered mentoring and learning opportunities to other Rackers. Helping to upskill new talent within the organization. I mentored three people from Admin to Engineering roles.

8/2013-8/2014
Rackspace Managed Hosting - San Antonio, TX
Windows | Systems Administrator II

My roles within Rackspace included providing fanatical support for all customers within Rackspace Enterprise service unit. These systems included many different technologies including Microsoft Windows Server 2003 to Windows Server 2012 R2 as well as Microsoft SQL Server and additional Windows components such as IIS.

In my roles as a Windows Administrator at Rackspace I was responsible for providing support to critical systems that the customers rely on for their day to day business operations. I responded to alerts and tickets generated in our ticketing system and worked to keep all systems in working operations for the customers. I worked with various other teams in the organization to troubleshoot and resolve small to large issues, including collaborating with network, storage and other teams.

I also worked to assist customers that did not have dedicated System Engineers on their accounts. I helped to find the best solution for their needs, make architecture recommendations, as well as assisted with infrastructure migrations and upgrades to their existing environment.

4/2001-8/2013

College of Public Health/University of Iowa - Iowa City, IA

Windows & Linux| Systems Administration/Systems Programming II - Senior Systems Administrator

As the lead Senior Systems Administrator I was responsible for all infrastructure design and implementation to customer specifications. This involved leading the development, design and implementation of server systems necessary for the collegiate level and research project level. Many projects include specific application needs and restricted data access for the storage servers requiring the utmost of attention to detail to assure data security.

I worked with researchers to implement, deploy and support IT Infrastructure for their research grant needs. In addition to the needs of the collegiate education systems.

I developed and implemented disaster recovery and data replication environments including accompanying documentation. I worked directly with vendors in the research, procurement, development and implementation of new hardware and software for usage in the infrastructure.

1998-2006

Army National Guard

RANK: E-4 Specialist 42R (Iowa National Guard)

As a member of the National Guard in the state of Iowa I was a member of the 34th Army Band located in Fairfield Iowa.

During my time in service I participated in unit rehearsals and ceremonial events with the unit. We traveled to various locations within the state of Iowa as a unit to boost troop morale and honor change of commands. Our unit also traveled out of state to support other organization as needed on our annual training.

During my time in service I participated in the Governors X rifle and pistol teams competing in marksmanship. My time in service offered me valuable experience and education in working as a team, and learning to manage time effectively. I learned to work with various personalities and overcome difference in a diplomatic way.

Applied Career Experience:

- Experienced with cloud infrastructures including:
 - Rackspace: Cloud Load Balancer, Cloud Servers, Cloud Block Storage, CloudDNS
 - AWS: EC2, EBS, Route53, ELB, RDS, Autoscale
 - Azure: Virtual Machines, SQL Databases
- Extensive experience with various Microsoft technologies
 - Microsoft Windows Server 200-2016
 - Microsoft Active Directory Services 2000-2016
 - Microsoft Windows Desktops 7-10
 - Microsoft IIS
 - Microsoft SQL Server 2012,2014 & 2016
 - Microsoft Distributed File Services (DFS & DFSR)
- Virtualization experience with
 - VMWare ESXi 5.5-6.5
 - Microsoft Hyper-V 2012 R2
- Linux Server and Desktop Administrations(CentOS 6 Ubuntu 10.04-16.04)
 - NFS & Samba File Services • OpenLDAP
 - Active Directory Integration
 - Apache Web Services (including hosting and Administration of Wordpress & Drupal Sites)
- Centralized Logging Solutions - ArcSight Logger, Splunk Logger, Kiwi Syslog and Alert Logic Log Manager
- Centralized Monitoring - Spiceworks, Solarwinds SAM, GFI LanGuard, GFI Network Server Monitor, GFI NESM

Career Skills:

- Experienced with infrastructure design and implementation
- Experienced with large scale data migrations
- Excellent knowledge in application of Group Policy Objects in Active Directory.
- Experienced in leading project teams for small and large scale deployments and migrations.
- Excellent knowledge of computer security principles, and best practices.
- Experienced in policy creation, research and implementation.
- Experienced in disaster recovery and data replication methods.
- Experienced with Local Area Network configurations. (LAN, WAN, VPN)
- Experience with SFTP/SCP Servers (WINSSHD, SFTP, SSH2)
- Experienced with various CMS solutions including Drupal, and Wordpress.