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Unique Qualifications

- Experience in all areas and with all vendors of Information Technology
- Able to learn quickly as well as be resourceful and accountable
- Positive attitude including ability to lead groups or projects with confidence

Experience

Ingram Micro - *Technical Support Engineer II*

Sept. 2006-Present

- Pre-sales infrastructure and design consultation with worldwide VAR accounts to design and configure solutions for business needs in the areas of networking, wireless, IP telephony, servers/blades, PCs, fibre channel storage, load balancing, and more
- Post-sales configuration and troubleshooting of Cisco networks including routers, switches/chassis, voice gateways, firewalls, IP Telephony and Unified Communications, as well as Linux software deployments
- Maintenance, configuration, and redesign of a fully functional internal enterprise network for hundreds of users including servers, tape libraries and SAN
- Level 2 technician with responsibility of full knowledge of the supported products including escalations from level 1 technicians
- Training for new technicians, licensing specialists, and resellers in person or via WebEx on all areas of technology including networking, systems/servers, storage, and power
- Proactively discovering gaps in knowledge of the team and resolving via team trainings or one-on-one sessions
- Experience with all major vendor's equipment, including hands on configuration
- Provided feedback in multiple areas of Ingram Micro's business directly resulting in improvement of business operations, expenses, efficiency, and reliability including in house applications, remotely located servers and networking equipment
- Leader in Ingram Micro's World Class Tech Support which is renowned worldwide as the best in distribution including consistently being voted #1 by CRN magazine, as well as CompTIA; excelling in consistency, accuracy, and prompt response
- Leader of the F5 Networks team including off-site training on F5 BIG-IP by F5 in NYC
- Installation and configuration of Windows Active Directory/IIS/Exchange servers

Cyber Source - *Administrator/Systems Builder/Web Developer*

Jan. 2002-Sept. 2006

- Linux system administrator including configuration and regular maintenance of production e-mail, web, and backup servers
- Website authoring and maintaining
- Linux desktop installer including configuration of end user ready Linux machines for home or office use including VMware Workstation or Server
- Configuration and installation of SMB office networks including LAN, WAN, and on-site calls
- Building complete systems/servers unsupervised
- Repairing and troubleshooting software and hardware errors of desktops/laptops

Technical Qualifications

- Experience building/troubleshooting all major systems/server hardware including HP Servers and Blades, as well as white box systems
- Network administration in a multivended environment with a focus on Cisco
- All major Linux distributions including CentOS, RedHat/Fedora, Debian/Ubuntu, .rpm/.deb/ source as well as Apache, Postfix, Sendmail, MySQL, iptables, SSH, etc.
- All major versions of Windows including Server 2000/2003, XP, Vista
- Proficient in (X)HTML and CSS
- Experience with PHP, Perl, and bash scripting

Education

ITT Technical Institute – *Associate of Occupational Studies Degree in Information Technology - Computer Network Systems*

2004-2006

F5 Networks – *Beginner and Advanced course in BIG-IP LTM*

2007

Certifications

CSE – Cisco Sales Expert

SBCSEN – Cisco Smart Business Communication Systems for Engineers

CCNA – Cisco Certified Network Associate

References

Available upon request.