

PROFESSIONAL SUMMARY

A highly motivated and seasoned technology professional with a proven track record, Bill is a 'make your headache go away' type of person that initiates, owns, and follows through. He has a good eye for the 'bigger picture' and crafts solutions for immediate needs in a way that keeps that bigger picture in mind. He has sound judgment, the ability to look ahead, can foresee and avoid problems, and complete projects on time and within budget.

Bill is well-liked by his coworkers and customers and can work with little supervision. He can lead as well as follow and makes a valuable contribution to any team. An encourager by nature, he is friendly, upbeat, and 'gets' customer service. His oral and written communication skills are top-notch. Bill's style of leadership encourages others to follow his example of attitude and ambition. He brings finesse and diplomacy to bear in sensitive situations. He has served in various leadership capacities as Technical Services Manager, IT Director, Manager, and Senior/Lead Engineer.

Bill is an experienced traveler with a current passport and has a working knowledge of Spanish.

Cisco CCNA, CCDA

CompTIA A+

IBM Certified MQSeries Engineer

Lotus CLS, CLP Notes Principal System Administrator R4

Microsoft ([Verify My Certifications with Microsoft](#)) MCP, MCP+Internet, MCDST, MCSA 2000, MCSA Security 2000, MCSA Messaging 2000, MCSA 2003, MCSA Security 2003, MCSA Messaging 2003, MCSE NT 3.5, MCSE NT 4.0, MCSE+Internet, MCSE 2000, MCSE Security 2000, MCSE Messaging 2000, MCSE 2003, MCSE Security 2003, MCSE Messaging 2003, MCTS: 2008 Active Directory Configuration, MCTS 2008: Network Infrastructure Configuration, MCTS 2008: Applications Infrastructure Configuration, MCITP: Server Administrator

Novell CNA3, CNE3, CNA4, CNE4, CNE5

Microsoft
CERTIFIED
Technology
Specialist

Windows Server 2008 Active Directory
Configuration
Windows Server 2008 Network Infrastructure
Configuration
Windows Server 2008 Applications Infrastructure
Configuration

Microsoft
CERTIFIED
IT Professional

Server Administrator

Microsoft
CERTIFIED
Professional

Microsoft
CERTIFIED
Systems Engineer
SECURITY

Microsoft
CERTIFIED
Systems Engineer
MESSAGING

Microsoft
CERTIFIED
Systems Engineer +
Internet



Microsoft
CERTIFIED
Professional +
Internet

Microsoft
CERTIFIED
Systems Administrator
SECURITY

Microsoft
CERTIFIED
Systems Administrator
MESSAGING

Microsoft
CERTIFIED
Desktop Support
Technician

**Technical Skills Summary**

Network Op. Systems (16 yrs)	Windows Server NT 3.5, 4.0, Active Directory 2000/2003/2008, Novell Netware 3/4/5
Desktop Op. Systems (27 yrs)	DOS 1.1-6.22 Windows 1.0, 286, 386, 9x, ME Windows NT 3.5, 4.0, 2000, XP, Vista, Window 7 Mac OS from System 1.0 through OS X UNIX/Linux - light exposure
Networking (16 yrs)	<u>Layer2</u> : Ethernet (802.2, 802.3), Token Ring (802.5), Wireless (802.11), STP (light exposure) <u>Layer3/4</u> : IPv4, IPv6 (light exposure), TCP, UDP, ICMP <u>Application</u> : DNS, WINS, DHCP, HTTP, POP3, SMTP, RPC, SMB/CIFS, Kerberos, SIP
Hardware (10 yrs)	<u>Servers</u> : Compaq, Dell, HP, IBM <u>Networking</u> : Cisco routers, Catalyst switches, and PIX firewalls
Other (11 years)	Exchange 5.5, 2000, 2003, 2007, 2010; SQL 6.5, 7.0, 2000, 2005, 2008; IIS 2.0, 3.0, 4.0, 5.0, 6.0, 7.0

Work Experience**Enterprise Platforms Support Engineer - Security**

[Microsoft Corporation](#) ([CompConTech](#))

[Charlotte, North Carolina](#)

2011 - Present (1-year contract)

Provided phone support for security issues and Microsoft's security-related family of products & technologies.

- Public Key Infrastructure (PKI) - certificates

- Microsoft Internet Security and Acceleration (ISA) Server 2000, 2004, & 2006
- Microsoft Forefront Threat Management Gateway (TMG) 2010

Senior Systems Engineer

[Peak 10, Inc. \(Insight Global\)](#)

[Charlotte, North Carolina](#)

2010 (90-day contract)

Provided architecture, design, and support for server farms located in multiple datacenters across the United States.

- Active Directory 2003/2008
- Exchange 2007/2010
- Microsoft SQL 2005/2008
- SharePoint 2007/2010
- VMware ESX 4.x & Hyper-V
- Citrix XenApp 4.x & Windows 2008 Terminal Server
- Cisco switch & PIX firewall configuration
- Public Key Infrastructure (PKI) - certificates

Enterprise Messaging Support Engineer - Unified Communications

[Microsoft Corporation \(Volt\)](#)

[Charlotte, North Carolina](#)

2009-2010 (1-year contract)

Provided phone support for Microsoft's Unified Communication family of products.

- Public Key Infrastructure (PKI) - certificates
- Office Communications Server 2007 (RTM & R2)
- Exchange Server 2007 Unified Messaging
- OCS 2007 Speech Server
- Live Communications Server 2005

Senior Active Directory Infrastructure Engineer

[M3 Technology Group](#)

[Charlotte, North Carolina](#)

2006 - 2008

Provided Tier 3 support for Tier 1 & Tier 2 engineers for Active Directory and Exchange issues.

- Served as an escalation point for complex network and Active Directory issues.
- Performed packet-level protocol analysis & troubleshooting using NetMon, Ethereal (WireShark), & Packetyzer
- Identified 'choke points' in our processes and provided palatable relief
- Served as Technical Account Manager for large customers with complex environments.
- Provided remote infrastructure management using a variety of protocols & tools including RDP, Citrix, WDS, SMS 2003, DameWare, MOM 2005, SCOM 2007, modifying rules, groups, & defining exceptions on MOM & SCOM.

Enterprise Platforms Support Engineer - Active Directory

[Microsoft Corporation \(Volt\)](#)

[Charlotte, North Carolina](#)

2006 (4-month contract)

Provided phone support for infrastructures w/ as many as hundreds of domain controllers.

- Active Directory & FRS replication troubleshooting & optimization
- Group Policy implementation & troubleshooting
- Terminal Server Licensing
- Kerberos troubleshooting
- Network packet-level analysis & troubleshooting
- Policies & Profiles
- Security, Authentication, Access Control

Network Engineer

[BlueLine Computer, LLC](#)

[Charlotte, North Carolina](#)

2005

Provided design, implementation, troubleshooting, and support for the following services to small and medium clients.

- Email, messaging, and collaboration
- High-speed Internet access w/firewall protection
- Remote access
- Application, database, web, FTP, and FAX servers
- WAN integration
- Interoperability with Novell and/or Apple

Enterprise Platforms Support Engineer - Active Directory[Microsoft Corporation](#) (Voll)[Charlotte, North Carolina](#)

2004 - 2005 (1-year contract)

Provided phone support for infrastructures w/ as many as hundreds of domain controllers.

- Active Directory & FRS replication troubleshooting & optimization
- Group Policy implementation & troubleshooting
- Terminal Server Licensing
- Kerberos troubleshooting
- Network packet-level analysis & troubleshooting
- Policy & Profiles
- Security, Authentication, Access Control, Certificates/PKI

IT Director[The Inspiration Networks](#)[Charlotte, North Carolina](#)

2000 - 2004

Provided complete engineering and management for all data and voice services.

- Directed company- wide migration from NT/NetWare/GroupWise to Windows 2000/Exchange 2000
- Designed Active Directory and Group Policy implementation.
- Was responsible for Meridian Option 11C phone equipment serving 200 users
- Managed IT staff, reported directly to President
- Engineered phone bank & Internet connectivity for live, interactive TV broadcasts & webcasts
- Managed complex telecomm vendor relationships
- Network Design/Project Management - Conceived, designed, and managed the reworking of a four-building Ethernet network, including rewiring, burying fiber, replacing hubs with switches, and setting up microwave dishes in between buildings.
- Revamped the TCP/IP addressing scheme & established redundant DHCP, DNS, & WINS servers.
- Designed desktop support strategy for Win9x, Win2K, WinXP, & Macintosh desktops

Lead Systems/Network Engineer[Data Access, Inc.](#)[Charlotte, North Carolina](#)

1999 - 2000

Provided server, network, and desktop support for small to medium businesses.

- System & network engineering, design, and troubleshooting
- Cisco router configuration & troubleshooting, light firewall/security design using IOS access lists

Systems Engineer, Network and Professional Services*ENTEX* Information Services[Charlotte, North Carolina](#)

1997 - 1999

Provided support for a small NT 4.0 & NetWare 4.1 LAN.

- Internet & intranet web sites & Exchange servers
- Cisco & 3Com routers

- cc:Mail to Exchange (Outlook) migration
- NT 4.0 Domains & BDCs
- TCP/IP, DHCP, WINS, & DNS
- IIS (for FTP & HTTP sites)
- UNIX
- Author of several business proposals

Systems Engineer

[Prizm Technologies, Inc.](#)
[Charlotte, North Carolina](#)

1995 - 1997

Provided complete desktop support of WFW, 95, and NT clients.

- TCP/IP troubleshooting and 3270 connectivity
- Microsoft IIS - setup of server and a web site
- NetWare 3.x and 4.x user management and login script modification
- NetWare to NT migrations.
- NT PDCs - user accounts, access rights, and shared directories.
- Travel to customer sites in US & Canada to install workstations, hubs, and enterprise management software

Corporate Network Support Support Engineer

[Microsoft Corporation \(SMCI\)](#)
[Charlotte, North Carolina](#)

1995 (short term contract)

Provided corporate network technical support for Microsoft Windows NT Server NT 3.5.

- Received TCP/IP and Windows NT support training.
- Provided technical support for other engineers.

Macintosh Support Coordinator

[JAARS, Inc.](#)
[Waxhaw, North Carolina](#)

1988 - 1995

Directed Macintosh support services for our branches in 53 countries.

- Support and troubleshooting in an IBM/Macintosh environment
- Several major documentation assignments as a technical writer
- Two small software development projects that involved user testing & IU design
- Advanced classroom training for DOS, Macintosh, & Windows users
- An AppleTalk LAN that coexisted with a NetWare 3.12 LAN

Education

[Dover High School, Dover, New Jersey](#)
[Northeastern Bible College, Essex Fells, New Jersey](#)

Certifications

Apple

Level I Service (Apple II & Apple III series & peripherals)
Macintosh Office (desktop servicing & LAN troubleshooting)
Macintosh II
Macintosh XL ([Apple Lisa](#))

AT&T

PC6300
Unix PC 7300

Cisco Systems - CCNA, CCDA

Exam: Designing Cisco Networks

Exam: Cisco Certified Network Associate

Computing Technology Industry Association - A+

Exam 220-221: A+ Core Service Technician

Exam: A+ Microsoft Windows and DOS Environments

Exam: A+ Mac OS based Computers Specialty

Compaq

Compaq Service Training

Compaq Service Training Seminar

Compaq Plus (installation, servicing, and repair)

Corvus Systems

System Installation and Maintenance (LAN Disk Server)

DataProducts

8000 Series (maintenance & repair)

Hewlett Packard

OmniBook 4000/5000 Series (maintenance & repair)

IBM - Certified MQSeries Engineer

Internet Specialty Test

Engineering/Scientific

IBM LAN Network Support

MQSeries Technical Intro and Workshop

MQSeries and Lotus Notes Workshop

Service Training Course - IBM Personal Computer

Service Training Course - IBM Personal Computer XT

Lotus - CLS, CLP Notes Principal System Administrator R4

Project Intersect Training Program

Exam 190-271 Notes Application Development 1 R4

Exam 190-274 Notes System Administration 1 R4

Exam 190-275 Notes System Administration 2 R4

Exam 190-276 Notes Administrating Specialized Tasks for Domino 4.5

Microsoft - MCP, MCP+Internet, MCDST, MCSA 2000, MCSA Security 2000, MCSA Messaging 2000, MCSA 2003, MCSA Security 2003, MCSA Messaging 2003, MCSE NT 3.5, MCSE NT 4.0, MCSE+Internet, MCSE 2000, MCSE Security 2000, MCSE Messaging 2000, MCSE 2003, MCSE Security 2003, MCSE Messaging 2003, [MCTS: Windows Server 2008 Active Directory Configuration](#), [MCTS: Windows Server 2008 Network Infrastructure Configuration](#), [MCTS: Windows Server 2008 Applications Infrastructure Configuration](#), [MCITP: Server Administrator](#)

Exam 070-043: Implementing and Supporting Microsoft Windows NT Server 3.51

Exam 070-042: Implementing and Supporting Microsoft Windows NT Workstation 3.51

Exam 070-026: System Administration for Microsoft SQL Server 6.5

Exam 070-058: Networking Essentials

Exam 070-064: Implementing and Supporting Microsoft Windows 95

Exam 070-048: Microsoft Windows for Workgroups 3.11

Exam 070-046: Networking with Microsoft Windows for Workgroups 3.11

Exam 070-053: Internetworking Microsoft TCP/IP for Microsoft Windows NT (3.5-3.51)

Exam 070-059: Internetworking with Microsoft TCP/IP on Microsoft Windows NT 4.0

Exam 070-067: Implementing and Supporting Microsoft Windows NT Server 4.0

Exam 070-073: Implementing and Supporting Microsoft Windows NT Workstation 4.0

Exam 070-068: Implementing and Supporting Microsoft Windows NT Server 4.0 in the Enterprise

Exam 070-078: Implementing and Supporting Microsoft Proxy Server 1.0

Exam 070-079: Implementing and Supporting Microsoft Internet Explorer 4.0 by Using the Microsoft Internet Explorer Administration Kit (IEAK)

Class: Upgrading to Microsoft Windows NT 5.0 Pre-release

Exam 070-087: Implementing and Supporting Microsoft Internet Information Server 4.0

Class MS973: Exchange Server 5.5 - Design and Implementation

Exam: 070-240: Microsoft Windows 2000 Accelerated Exam for MCP's Certified on Microsoft Windows NT 4.0

Exam 070-219: Designing a Microsoft Windows 2000 Directory Services Infrastructure

Exam: 070-221: Designing a Microsoft Windows 2000 Network Infrastructure

Exam 070-227: Installing, Configuring, and Administering Microsoft Internet Security and Acceleration (ISA) Server 2000, Enterprise Edition

Exam 070-292: Managing and Maintaining a Microsoft Windows Server 2003 Environment for an MCSA Certified on Windows 2000

Exam 070-296 Planning, Implementing, and Maintaining a Microsoft Windows Server 2003 Environment for an MCSE Certified on Windows 2000

Exam 070-218 Managing a Microsoft Windows 2000 Network Environment

Exam 070-214 Implementing and Administering Security in a Microsoft Windows 2000 Network

Exam 070-271 Supporting Users and Troubleshooting a Microsoft Windows XP Operating System

Exam 070-272 Supporting Users and Troubleshooting Desktop Applications on a Microsoft Windows XP Operating System

Exam 070-220 Designing Security for a Microsoft Windows 2000 Network

Exam 070-224 Installing, Configuring, and Administering Microsoft Exchange 2000 Server

Exam 070-225 Designing and Deploying a Messaging Infrastructure with Microsoft Exchange 2000 Server

Exam 070-284 Implementing and Managing Microsoft Exchange Server 2003

Exam 070-285 Designing a Microsoft Exchange Server 2003 Organization

Exam 070-299 Implementing and Administering Security in a Microsoft Windows Server 2003 Network

Exam 070-298 Designing Security for a Microsoft Windows Server 2003 Network

Exam 070-649 Upgrading Your MCSE on Windows Server 2003 to Windows Server 2008, Technology Specialist

Exam 070-647 Pro: Windows Server 2008 Enterprise Administrator

Exam 070-646 Pro: Windows Server 2008 Server Administrator

Novell - CNA3, CNE3, CNA4, CNE4, CNE5

Exam 050-130 3.1X System Administration Rev 1.0

Exam 050-161 NetWare Advanced System Administration Rev 1.01

Exam 050-147 Networking Technologies

Exam 050-626 Service and Support Revision 1.03

Exam 050-132 NetWare 3.1X Installation and Configuration Workshop

Exam 050-162 IntranetWare: NetWare 3 to NetWare 4.11 Update

Exam 050-145 TCP/IP Services: NetWare TCP/IP Transport

Exam 050-627 IntranetWare: NetWare 4.11 Administration Building Intranets with IntranetWare

Exam 050-640 NetWare 5 Advanced Administration

Exam 050-611 Fundamentals of Internetworking

Okidata

Microline Printer Service

Pacemark Printer Service

Interpersonal/Communication/Organizational Skills

- Great sense of humor
- Good customer service skills
- Helpful attitude, willingness to work
- Team player - encourages positive attitude in others
- Willing and able to teach, willing and able to learn
- Works well without close supervision
- Accepts and handles responsibility with full and detailed follow-through
- Honest
- Diplomatic
- Organized, good attention to detail
- Excellent written and verbal skills

References

Managers	Jennie Dawkins Microsoft – Team Manager JenniD@microsoft.com 980-776-1000	Jaime Emmanuelli Microsoft – Team Manager JaimeE@microsoft.com 980-776-1000
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Bill Griswold's resume

Peers	Joel Schaeffer Escalation Engineer JoelSch@microsoft.com 980-776-1105	Martin Barron Microsoft Technical Lead MBarron@Microsoft.com 980-776-9262
Subordinates	Jonathan Reid Network Administrator JReid@INSP.COM 704-756-2379	Mark Furr Network Engineer Mark@Furr.com 704-668-9366
Professional	Caroline Hawse HR Director CHawse@INSP.COM 803-578-1600	Tom Brock Waxhaw Bible Church – Pastor revtombrock@hotmail.com 704-843-1547

[Letters of Recommendation from Previous Employers](#)

[Customer Testimonials](#)

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[Waxhaw, NC](#) 28173-8414

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