

# CARLOS R. KLINGER

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## QUALIFICATIONS PROFILE

Detail-oriented **IT Professional** with proven success in broad-based IT development initiatives, overseeing the analysis, development, administration, and support of a wide range of system and network solutions, while managing IT development with a focus on bottom-line business needs.

- Exceptional analysis and troubleshooting abilities, capable of informed and forward-thinking procurement and budget management decisions, as well as planning and strategy to ensure IT solutions directly support business demands.
- High level of hands-on technical expertise with numerous development tools, environments, and communications protocols.
- Well-refined communications skills; serve as highly effective liaison between technical and business teams, as well as primary corporate representative for client communication.
- Experience with client/server and enterprise systems implementations, system migrations, network infrastructure design and administration, and systems and software support.
- Adept at promptly mastering new technologies and adapting to existing infrastructures.
- Fluent in Spanish.

## CORE COMPETENCIES:

- ◆ IT Operations Management
- ◆ Network Infrastructure Design
- ◆ Client/Server Systems
- ◆ User Training / Support
- ◆ Systems Analysis
- ◆ Equipment Procurement

## TECHNICAL BACKGROUND

- Platforms:** Windows 3.x/95/98/2000/XP, Windows NT Workstation and Server, Windows 2003 Enterprise, Exchange Server 5.5/2000/2003/2007, Netware
- Networking:** Ethernet, IP, IPX/SPX, ISDN, LAN, WAN, TCP/IP
- Hardware:** Application servers, e-mail servers, file servers, FAX servers, print servers, remote access servers. Personal computers, printers, peripherals, tape backup systems. Network hubs, cabling, cards, Brocade Fibre Switches.
- Tools:** EMC NaviSphere, Powerpath, Macola, Citrix, MS SQL, MS Office Professional (Word, Excel, PowerPoint, Access, Exchange, Project), Publisher, Visio, GroupWise, Lanalyzer, Lotus Notes, PageMaker, Backup Exec, Norton AntiVirus, Rumba, Chameleon, Cheyenne ArcServe, Crosstalk, eXceed, WordPerfect, C++

## PROFESSIONAL EXPERIENCE

CATAPULT TECHNOLOGIES, LTD. BETHESDA, MD  
2008

2007 –

### Enterprise E-Mail Migration Specialist

Employee for Catapult Technologies, Ltd. and was contracted out to the Bureau of Reclamation, U.S. Department of the Interior to fulfill the need for an Email Migration Specialist, future Email Administrator for a Bureau initiative to migrate from Novell GroupWise to Microsoft Exchange 2007. As the Technical Lead on the BOR E-Mail Migration Team, was tasked to complete deliverables and provide as much technical information to the project manager as needed, in order to ensure a successful migration and seamless conversion into Operations and Maintenance.

#### Key Achievements:

- ◆ U.S. Department of the Interior - Bureau of Reclamation (Lakewood, CO)
  - Provide technical information to BOR Wan Security Team about Exchange 2007 DMZ Architecture
  - Was tasked with updating Functional Specification for Exchange 2007 for the BOR.
  - Updated the Standard Operating Procedures for Exchange 2007 components
  - Documented and created step-by-step guide for different Exchange 2007 Server Roles

- based on BOR SOP's
- Worked with BOR Security Team to establish solution and guidelines for anonymous email routing for BOR.
- Established guidelines for division of 12,000+ user base mailboxes among 20 storage groups in CCR and SCR configuration.
- Worked with Zantaz to ensure proper archival of Exchange 2007 messages into Zantaz Digital Safe.

CIBER, INC. Colorado Springs, CO

2005 – 2007

### **Enterprise E-Mail Migration Specialist**

Employee for Ciber, Inc. and was contracted out to the Bureau of Land Management to fulfill the need for a Migration Specialist, for a Department wide initiative to migrate from IBM Lotus Notes to Microsoft Exchange 2007. As the Technical expert on the BLM E-Mail Migration Team, was tasked to oversee and review Deliverables from the DOI contractor, make recommendations as needed, and ensure a positive end-user experience pre-migration, during migration, and post migration.

#### *Key Achievements:*

- ◆ U.S. Department of the Interior - Bureau of Land Management (Lakewood, CO)
  - Architected a Secure / Reliable / Redundant Exchange 2007 design
  - Provided the BLM with cost options for Exchange Migration
  - Assessed current Lotus Notes environment for feasibility to migrate to Exchange 2007.
  - Reviewed DOI contractor proposal for Exchange 2003 environment for 80,000+ users.
  - Provided recommendations for new hardware.
  - Installed and tested 3rd Party vendor migration tool for accuracy and feasibility for the BLM.
  - Attended and represented the BLM on the DOI Email Migration Team.
  - Created and modified documents for end-user self migrations.
  - Worked with BLM Security / SMS / National Test Lab to ensure a successful Outlook 2003 deployment and configuration.
  - Worked with the BLM Change Management to establish guidelines for adding Outlook 2003 to the National BLM Software Baseline.

COMPUTERS MADE EZ, Northglenn, CO  
– 2005

2003

### **Enterprise Consultant**

Worked under contract for Computer Generated Solutions a representative of Dell Professional Services as a Microsoft Exchange Specialist in order to assess current email environments, design, migrate and implement Microsoft Exchange Server 2003. Work with existing network infrastructure to maintain e-mail flow, and maintain existing SLA's.

#### *Key Achievements:*

- ◆ Oklahoma State University (Stillwater, OK)
  - Assessed Lotus Notes environment for feasibility to migrate to Exchange 2003.
  - Designed Exchange 2003 environment for 35,000+ users.
  - Provided recommendations for new hardware.
  - Worked with 3<sup>rd</sup> Party vendor to customize migration tool to fit OSU needs.
  - Trained Exchange IT staff on Exchange 2003 administration.
  - Trained IT staff in migration tool.
- ◆ Memorial Herman Healthcare (Houston, TX)
  - Assessed, designed, implemented and upgraded 18,000+ users from Exchange 2000 to Exchange 2003.
  - Provided SAN allocation and LUN sizing requirements for upgrade.
  - Worked with IT staff to upgrade on a rolling schedule to minimize user impact and reduce calls to helpdesk.
  - Worked to maintain upgrade at transparent to end-user population as possible.

BENTONITE PERFORMANCE MINERALS (HALLIBURTON ENERGY SERVICES), Denver, CO  
2000 – 2002

### **Area IT Coordinator**

Recruited to fulfill all IT needs company-wide, including planning, design, and administration of network infrastructure. Managed selection, procurement, and support of all IT equipment, including network components, hardware, and corporate software solutions. Established and maintained vendor relations with equipment and software distributors, as well as Internet and Frame relay service providers. Customized and ensured functionality of Macola supporting core business activities, as well as maintaining all server and workstation hardware and software.

#### *Key Achievements:*

- ◆ Managed full-scale migration of Novell IPX/SPX network to Windows NT TCP/IP infrastructure, increasing network performance, reliability, and scalability.
- ◆ Planned, managed and executed complete Lotus Notes to Exchange migration Windows 3.11 to Win98 and Win2K clients.
- ◆ Thoroughly planned annual IT budgets, collaborating extensively with Accounting and management to analyze expenditures, project new system and upgrade needs, and develop spending plan.
- ◆ Promoted from consultative position due to NT expertise and strategic planning skills.
- ◆ Analyzed, selected, and implemented network security solution, firewall protection, and access rights structure, ensuring vulnerability-free network.
- ◆ Produced and maintained corporate Internet Usage Policy, as well as company web site.
- ◆ Configured Citrix Metaframe server to enable remote access via Frame Relay, minimizing downtime by allowing 24x7 support capabilities.
- ◆ Administer Macola 7.5 in conjunction with MS SQL 2000, and creating custom Seagate Crystal reports from SQL Database.

CARLOS KLINGER & SONS, INC., Denver, CO  
1999 – 2000

### **Systems Engineer**

Provided ongoing installation, configuration, administration, and support of all corporate workstations, network printers, and server/system software. Maintained reliability of network and all systems in corporate office as well as remote facilities.

#### *Key Achievements:*

- ◆ Managed conversion to new accounting system with minimal downtime.
- ◆ Designed and supported Lotus Notes utilities, while planning for future migration to Exchange.

NETWORK RESOURCES, INC. / COLORADO LAN SOLUTIONS, INC., Denver, CO  
1997– 1999

### **Systems Engineer**

Conducted analysis, installation, and support of all IT solutions for both central and remote offices, maintaining WAN connectivity, multi-platform operating environments, as well as staff systems and peripherals. Maintained mission critical applications, including Lotus Notes, GroupWise, Exchange, Exchange Client, Outlook, and Internet access.

ENTEX, Denver, CO  
1997

### **Engineer**

Performed ongoing troubleshooting, repair, and support services to maintain over 1000 US West staff systems at the connectivity, hardware, OS, component, and software levels. Served additional role as connectivity support technician for mainframe, various UNIX environments, and AS/400 platforms, while ensuring functionality of client/server as well as desktop applications.

AEROTEK, Denver, CO  
1996 – 1997

### **M2I Project Installer – Entex / US West**

Served on team challenged with conversion of Mac workstations to Intel systems, including installation, configuration, and WAN connectivity of new systems, proprietary software installation.

INNOVATIVE SERVICES, Denver, CO  
1995

### **Phone Support Technician**

Provided ongoing telephone-based troubleshooting, diagnosis, and support, articulating software-troubleshooting procedures to users at all levels of technical proficiency. Coordinated with onsite support team for repair of warranty-protected hardware, referring escalated issues to manufacturers.

## **EDUCATION / TRAINING**

Bachelor of Science in Electronic Engineering Technology – 1997  
Associate of Applied Science in Electronic Engineering Technology – 1995  
ITT TECHNICAL INSTITUTE, Aurora, CO

Professional Training and Certifications:

- HP Certified: Vectra '96 Models (SPN 050), Vectra Model 500/510/515 (SPN 051)
- Citrix MetaFrame 1.8 Administration, Alternative Technologies, Inc, March 2001
- Advanced Visual Basic for Applications, AmeriTeach, October 2000
- Symantec Secure Exchange Conference, Symantec, June 2001

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