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Curtis Lavin (US Citizen) Posted by: Individual		Tot Exp : 20 Yrs US Exp : 20 Yrs	Preferred Employment Corp-Corp ✗ W2 Contract ✗ W2-Permanent ✓ 1099 Contract ✓ Need H1B ✗	Available as of Feb-17-11 Email [Check Availability] Forward Profile/Resume <input type="checkbox"/> Save in Scratchpad  Download Resume Only for Premium Access
Sys Admin/Network; SAN	Scottsdale, AZ Relocation : YES Pref. State(s) : AZ, CA	Ph(C) : Ph(H) : +1-914-441-8763 Ph(W) :	Salary : 70K /Yr Rate : \$40 /hr	
SAN > 1 yrs LAN > 1 yrs Windows NT > 1 yrs DNS > 1 yrs Security > 1 yrs Windows 2000 > 10 yrs Cisco > 1 yrs ACTIVE DIRECTORY > 3 yrs				
SAN, LAN, Windows NT, ACTIVE DIRECTORY, RAID, SQL, Data Warehousing, DNS, IIS, Lotus Notes, Security, VPN, Windows 2000, Cisco, intel, Migration, OS/2, QA, Recovery, SAP SRM				
Preferred Time to Call : Corp-Corp Info : Notes :				
Domain Experience : IT/Software				

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CURTIS LAVIN
 16 Bancroft Tower Rd, Worcester, MA 01609

SUMMARY:
 System Support professional with over 15 years experience in the industry, including client server and help desk support, as well as computer operations. Customer sets are internal and external, having a variety of areas of expertise including administration, support staff, and management.

HARDWARE: COMPAQ/HP PROLIANT, IBM, DELL, LAPTOPS, PRINTERS, COMPAQ, 3000, 6500, 8500, DL360, DL380 SERVERS, STORAGEWORKS RA/MA 8000, EMA12000, EMA16000, EVA GL/EL, SAN APPLIANCES, BROCADE SWITCHES, RAID CONTROLLERS. CISCO PIX 515

SOFTWARE: WINDOWS NT/2000/2003 SERVER, WORKSTATION, 98, NOVELL, WINS, DHCP, TAPIP, ACTIVE DIRECTORY, MS-OFFICE, EXCHANGE, SMARTSTART, LOTUS-NOTES, SQL2000, SECURE PATH, SWVR, SWCC, SRM, COMMAND VIEW, BUSINESS COPY, DATA WAREHOUSING, SURF CONTROL, IDX

PROFESSIONAL EXPERIENCE:

GE HEALTHCARE 03/2008 – 6/2008

DEPARTMENT OF VETERANS AFFAIRS / DELL
 Systems Engineer/Tech Lead/Consultant

- Resolve IT related service issues for both internal and external clients to ensure client satisfaction.
- Track and document all case resolutions through issue tracking system.
- Delivery of user password and users set up information (IDX security) regarding client connectivity, if possible.
- High level triage of network connectivity support.
- Lead 4 Technicians on PC deployment.
- Distribute deployment workload among deployment team
- Ensure the Installation Technicians are productive and efficient
- Ensure the services performed are in scope and escalate if appropriate
- Serve as the escalation point for the Installation Technician's deployment issues
- Quality Assurance, on completed deployments
- Perform installations while not supervising
- Complete all updates and paperwork as required at the end of each day's activity
- Perform Site Closeout at the end of each deployment

YOU, INC 07/2007 – 11/2007

Consultant

- In this LAN Admin position, I provided internal support, identifying and resolving escalated issues within You Inc's 14 sites and 750 users.
- Built and managed Win2003, active directory, DHCP, DNS, VPN, Printing and Exchange 2003 servers.
- Managed backup and restorations, disk management.
- Setup new user workstations, user accounts, e-mail, and network connectivity.
- Provided, patches and upgrades to hardware and software, also performed general system-wide maintenance.
- Monitor user population's internet surfing using surf control software.
- Various other responsibilities included administration of SQL and Proxy servers, also other company applications.

SEACHANGE 11/2006 – 02/2007

Consultant

- Provide technical support for SeaChange Video on Demand Systems, in a fast paced 24x7 support environment.
- Windows, broadcast systems, storage products, VOD systems, disk storage sub-systems, and RAID controllers.
- Knowledge of SeaChange's MediaCluster products or equivalent clustering technology
- SeaChange Data Warehouse software support and SQL2000 server support.
- MediaLibrary, a clustered NAS solution specifically designed to address bulk storage needs for large unstructured files, including video, audio, images and archive/backup files.

COMPAQ/HP Computer Corporation 2001 – 2006

Systems/Software SAN Engineer

- In this 3rd level support position, identifying and resolving escalated engineering issues with the Storage-Works line products on any and all Intel platforms in a Storage Area Network, Enterprise Data Center environments for
- Compaq/HP customers throughout the world.
- Interfaced with our second level support teams to gather the required data, in order to replicate reported issues in our labs and then if needed interfacing with design engineering to facilitate the development of timely, high quality solutions.
- Travel to Customer's sites to facilitate problem resolution if needed.
- Work all levels support to define action plans and gather data necessary to resolve these issues.
- Test and validate workarounds or solutions prior to release to customers.
- Analyze current architecture, Configurations, and processes and make recommendations for improvements.
- Participate in cross-functional project teams.
- Provide after-hours support as part of the HP SAN world wide standby rotation team.
- Perform regular maintenance on all lab systems ensuring that all systems performance, security and configurations meet company implementation recommendations.
- Share knowledge with other staff members.
- As part of the problem resolution team, we may need to replicate the customer's SAN environment.
- Modifying registries, analyzing SAN logs, Management software logs and event logs from Windows servers.
- Analysis, design, proposal recommendations and system implementations

CONSULTANT – State of NY 2000 – 2001

Systems Engineer

- Built new Windows 2000 active directory, DHCP, DNS, VPN, Printing and Exchange 2000 servers.
- Setup new user workstations, user accounts, email, and network connectivity.
- Participated in Windows 2000 desktop and Server upgrades.
- Built SQL and IIS servers and deployed them at various sites.
- Worked as a core team member of the Network Administration group to provide an efficient and reliable computing infrastructure.
- Managed backup and restorations, disk management, and printing services.
- Provided, patches and upgrades to hardware and software, also performed general system-wide maintenance.
- Responsible for hardware and software procurement.

Independent Consultant for Metlife, GE Capital, Pepsi Inc, Perrier . 1999 – 2000

- Built 34 servers consisting of, storage recovery, Backup, SQL, IIS servers, and 8500 servers,
- Setup all users, groups, shares, permissions and remote admins.
- Performed project work for replacing older servers with new rack-mounted Compaqs with external raid
- Responded to network and desktop escalated support calls.
- Windows 95 to Windows NT workstation, and MS-Mail to Exchange migrations.
- Performed administration of Exchange, Novell, and NT servers.

SOLUTION.MCS, A VAR/INTEGRATION SUBSIDIARY OF CANON, USA 1997- 1999

Network Specialist

- Participated in various project teams.
- Managed multiple projects consisting of small and large network implementations.
- Client installations involved planning, cabling, building, installing and supporting multi-platforms such as
- Windows NT, Novell, Lotus-Notes, and Exchange networks.
- Handled additional projects including Fax Servers, Internet connectivity, and document imaging.

Independent Consultant, Various Clients 1995 - 1997

PC/LAN Support

- Various responsibilities included building, installing, and supporting Windows NT and Novell servers.
- Handled LAN administration, MS-Mail, and Exchange post offices.
- Lotus Notes administration and support.
- Performed upgrades and configurations of various workstations and Laptops.
- Windows 95 and Windows NT workstation migrations.
- MS-Mail to Exchange migration.
- Responsible for responding to network and desktop support calls.
- Nodes varied from 75 users to 1500 users.

IBM Corporation, Various Locations 1988 - 1995

Information Support Analyst, Regional Support Center, Somers, and Sterling Forest, NY

- Provided technical support within IBM's 70,000 user local and nationwide.
- Built and handled administration of Windows 3.5.1, OS/2, and Lotus Notes servers.
- Performed user migrations from VM mainframes to client server desktops.

Helpdesk Support Analyst Senior Level, Regional Support Center, Sterling Forest, NY

- Provided senior level technical support for the HQ internal IBM Region and external companies.
- Responsible for the support of multiple LAN, WAN and SNA networks.
- Other responsibilities included LAN administration and support of various client-server environments.

EDUCATION:

Microsoft Certified Systems Engineer Certification, 1997

B.A.S., Computer Systems Management, Westchester Business Institute, 1986.

3/9/2011

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