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Confidential (US Citizen)		Posted by: Individual		Tot Exp : 10 Yrs	Preferred Employment	Available as of Feb-03-11
Sys Admin/Network; NT Admin				US Exp : 10 Yrs		
North Las Vegas, NV	Ph(C) :	Salary : 60K /Yr		W2 Contract ✗	W2-Permanent ✓	Forward Profile/Resume
Relocation : NO	Ph(H) : ✉ Email me job details	Rate : \$35 / hr		1099 Contract ✗		
Prof. State(s) : NV	Ph(W) :					<input type="checkbox"/> Download Resume Only for Premium Access
Citrix > 2 yrs Citrix XenApp > 1 yrs DNS > 4 yrs Security > 4 yrs						
Hyperion Repo > 3 yrs Symantec > 4 yrs VMWare > 2 yrs ACTIVE DIRECTORY > 10 yrs						
Symantec, VMWare, ACTIVE DIRECTORY, Blackberry, MS Office, AS/400, Citrix, Citrix XenApp, Deployment, Desk Top, DNS, Gateway, Hyperion, IIS, Outlook, Security, VPN, Windows XP, ACCESS, Apache						
Preferred Time to Call : :						
Corp-Corp Info : Confidential						
Notes : :						
Domain Experience : :						

Enter notes about this profile to share with other recruiters of your company. (Auto Save : ON)

DENHAM A. GALLIMORE
1212 Big Tree Ave, Telephone
North Las Vegas, NV 89031 Email:

PROFILE

An Information Systems professional with a managerial background in the field of technology. Experienced in multiple computer programs i.e., hardware/software. Progressive experience in a computer support capacity with a strong understanding of networking on multiple platforms. Demonstrated leadership experience with project work and team management.

EDUCATION

American Intercontinental University, Ft. Lauderdale, FL August 2002 – Oct 2002
Information Technology

ITT Technical Institute, Ft. Lauderdale, FL March 2000 – March 2002
Associates of Science Degree in Computer Networking Science

TECHNICAL SKILLS

PC repair, installation and trouble-shooting ;Windows XP, Vista, 7; Novell, Apache, Linux; Knowledge of SOX regulations; Avaya IP Phone; Blackberry Enterprise Server; Citrix Desktop Client; Citrix Xenapp; Citrix Presentation Server; Check Point Vpn Client; Crystal Reports; DameWare NT Utilities; IBM AS400; McAfee Iron Mail Email Gateway Microsoft Office 2003; Microsoft Office 2003- 2007; Microsoft Exchange 2003- 2007; Microsoft Windows Server 2003-2008; Solarwinds – Orion Network Performance Monitor; Steelhead Riverbed; Symantec Endpoint 11; Symantec Corporate Antivirus 10; Symantec Backup Exec System Recovery 2010 (Server and Desktop Edition); Websense Web Security ; VMware Workstation; VMware vSphere 4; Hyperion 9.3; VMware vCenter Server; Tanberg Video Conferencing ; IIS 6 ; Windows Term Server; TCP/IP including DNS and DHCP; Microsoft WSUS Server; Veritas Backup Software.

PROFESSIONAL CAREER EXPERIENCE

The Geo Group, Boca Raton, FL June 2007- Present
Lead Network Support Specialist

Responsible for identification and resolution of systems hardware/software problems by collaborating with vendors and support personnel.
Train and team management of seven support personnel. Provide assistance of support staff with the resolution and or assistance of non-routine or complex hardware, software, and procedural problems.
Provision of end-user support for laptop, desktop, hardware, software and peripherals
Responsible for leadership, planning and coordination of special projects
Manage caught, stripped, and spam email with McAfee Iron Mail Email Gateway
Monitor network traffic and offsite Riverbeds with Orion Network Performance Monitor.
Responsible for Hyperion Installations (Workspace, Interactive Reporting Studio and Excel ad-ins)
Support Windows Domains distributed over multiple geographic locations
Support VMware Clusters, hosts, as well as a traditional server environments
Perform physical to virtual (P2V) conversions for local servers
Publish applications, configure Metaframe Servers, manage Citrix XenApp and Presentation Servers.
Responsible for resolving level 2 and level 3 technical support issues escalated by the help desk as well as providing backup support for help desk when needed.
Monitor for malware traffic and audit users internet activity with Websense Web Security.
Project leader for the deployment of Windows 7 PC's at various locations company wide.
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Support Network Administrators at the local facility level with various WAN issues.
Supports all remote users accessing centralized applications in coordination with remote facility IT managers.
Create, monitor and perform daily backups of corporate servers (physical and virtual) with Symantec Backup Exec 2010.
Manage Windows infrastructure services: DNS, Certificate management, distributed file system, IIS web servers and WSUS patch management.
Create and manage users in Active Directory; create group policy rules for corporate office
Create, disable and enable users in iSeries(AS/400) and Infinium systems, along with resetting of the printer and setting up daily Robot jobs.
Management and deployment of Symantec Antivirus Endpoint 10 and 11 servers throughout the company (US, South Africa, England, and Australia).
Create IT policies, email filters, and perform OTA OS updates via Blackberry Enterprise Server.

Kaplan University, Boca Raton, FL June 2006 – August 2006

Help Desk - Tech Support

Performed Help Desk support for Kaplan University for over 20,000 students, faculty and employees.
Retained administrative rights to Outlook profiles, and additional profiles for various programs used within the university, like CampusVue, and Orion.
Maintained active directory and account administrative rights to Citrix platform software
Overseeing of remote access/VPN configuration of MS Office and Outlook for faculty
Provided printer troubleshooting and repair, general PC support; also provided data transfers for new employee computers.
Trained and mentored new employees.
Maintained records of incoming calls through use of ticketing systems
Basic network connectivity troubleshooting (PC and server related)
Supported Blackberry users
Utilized high telephone support, and interaction with different departments depending on the skill set of the matter, and/or application.

StopZilla Inc., Boynton Beach, FL October 2005 - June 2006

Level I Technical Support

Handling of incoming calls from customers having technical issues with software
Performed virus removal, OS installations and configuration
Provided training of end users on software policies.
Performed Service Pack updates for end-users
Software installation of Windows XP/2000/ME and StopZilla program
Assisted clients with trouble shooting of Windows issues caused by the software

Weiss Research Inc., Jupiter, FL March 2003 - June 2005

Financial Sales Representative and Website Technical Support

Performed resolution of issues from customers via incoming calls from website with technical problems
Responsible for posting and balancing batch orders daily
Retained account administrative rights for all users for the website
Provided training of staff with no additional supervision
Responsible for updating customers financial information in the database

References

Available upon Request

Jobs by Category:

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DBA's Jobs	Oracle Apps Jobs	Embedded System Jobs	Data Warehousing / ETL Jobs	C++, VC++ Jobs
SAP Jobs	People Soft Jobs	Business Analyst Jobs	System Admin/Network Jobs	Reporting Tools Jobs
Siebel Jobs	QA / Testing Jobs	Project Management Jobs	Unix, C, Shell Scripting Jobs	EAI - MiddleWare Jobs