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resume

David A. Hedges

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Objective

I'm a Senior Computer Network Engineer working for an IT Consulting organization looking for a position within a local corporation to call home.

Core Competencies

- Network & server support
- Disaster recovery planning & implementation
- High availability planning & implementation
- Server migration planning & support
- Research & development
- Cisco router, firewall, and switch configurations
- Active directory & Edirectory support

Professional Experience

Systems Engineer 2008 to Present

All Covered Chicago, IL

Responsibilities included supporting 16 clients with their IT needs. Manager of client's procurement and IT goals which includes developing strategy for future business needs. This includes working with the procurement team to develop project plans, order equipment, and complete implementation of ordered hardware/software. Also duties included maintaining the Microsoft partner relationship, monitoring Engineers certification, and receiving client references with favorable results.

Provide installation, maintenance, and support for environments with 1-30 servers which include Microsoft Windows Server 200x Server, Novell Netware, Linux, and SCO Unix.

Implement, support, and maintain over 30 firewalls solutions using Cisco ASA and Pix and Sonicwall hardware devices protecting internal network resources and providing connectivity.

Worked with another Engineer to migrate 4 servers into VMware virtual servers using VMware ESX and configure SAN replication between Chicago and California offices. This provided the client with better connectivity and “up time” for their IT systems.

Acted as Lead Engineer for the Chicago market, reviewing two other Engineers work. By overseeing their work which included providing quality assurance, developing project scopes, and recommending changes, this produced Engineers who had solid technical plans which resulted in clients with clear direction on technical needs.

When performing IT audits, occasionally a special need will develop which requires an outside Vendor relationship. I will review different Vendors, asses skill sets, price, and determine the best Vendor for the client need.

Worked with Engineers to find client references to provide to Microsoft; and verify Engineer certifications are current. This met the requirements to maintain the Microsoft Partner Certification.

Senior Systems Engineer 2005 to 2008

Think Tank NTG Merrillville, IN

Key responsibilities included supporting 18 clients with their IT needs. Working with other engineers and the sales team to develop project plans, coordinate, and implement hardware/software solutions. Duties also included participation in the interview process of technical and sales candidates; and providing feedback on candidate results.

Provide installation, maintenance, and support for environments with 1-50 servers which include Microsoft Windows NT/200x server, Novell Netware, and Linux.

Implemented, supported, and maintained over 30 firewall solutions using Cisco ASA and Pix, Sonicwall, Watchguard, and Juniper hardware devices protecting internal network resources, fault tolerance, and connectivity.

Worked with other engineers to migrate 9 servers from physical servers to virtual servers using VMware server and VMware ESX. This allowed for a 60% reduction in the number of physical servers needed to support the environment.

Perform migrations and provide support for Mail systems containing 20 to 300 users, including: Microsoft Exchange 5.5/200x and Novell GroupWise.

Developed solutions to integrate mixed environments of 10 – 50 Novell Netware and Microsoft Windows Servers to provide seamless user synchronization of users and groups between directories and Mail systems. This resulted in less administrative overhead in managing user and group accounts; and fewer user issues resulting from password changes.

Implemented and supported Citrix Presentation Server solutions to provide users at remote sites the ability to work more effectively.

Senior network engineer 1999 to 2005

Caprel Computer Services Willowbrook, IL

Provided long term onsite support for clients with 200 - 3000 user environments. Worked with outside vendors and management to evaluate and train other engineers on product offerings to be marketed to clients. Also duties included working with other engineers and interns on large projects that required the skills of the entire team.

Provided installation, maintenance, and support for environments with 1 – 50+ servers which included Microsoft windows NT/200x, Novell Netware 3.x-6.x, Solaris UNIX, and SCO UNIX at multiple sites throughout the United States and Europe.

Implemented solutions to automate application distribution and remotely support workstations, allowing for a 25% reduction in staff needed to provide user support.

Planned and implemented disaster recovery solution that replicated all data from a Chicago office location to an Oak Brook data center to provide immediate failover in the event of a site failure, and provide compliance with insurance industry regulations.

Provided support for Microsoft Exchange and Novell GroupWise Mail systems in environments of 30 – 300 users.

Created a development environment for the United Center used to test and ensure the stability and ensure quality of server and workstation applications and updates before distribution into the production environment.

Lead groups of 1 – 10 interns on projects that included corporate moves, and server upgrades / migrations requiring workstation changes or support.

Consultant 1998 to 1999

OAO Technologies Greenbelt, MD

Provided onsite services for IBM Global Services at Commonwealth Edison, in their Chicago North Call center, and two additional sites. Responsibilities included supporting 4 servers and 200 workstations, coordinating support for remote locations, and supporting time sensitive call center applications.

Provided support time sensitive call center applications, ensuring maximum productivity for the call center staff.

Consultant 1997 to 1998

EDP Contract Services Oakbrook, IL

Responsibilities included the installation and support of 38 Novell Netware servers, and over 200 workstations to be deployed at NBD bank (Now Chase) branches throughout northwest Indiana as part of the RBI (Regional Branch Infrastructure)

project.

Created a testing environment to test and modify server and workstation configurations to verify the branch implementations will go as planned.

Technician 1995 to 1998

TST Enterprises St. John, IN

Provided support for Windows 95 workstations and applications, perform workstation updates, and provide user training for pc applications.

Volunteer Work & Activities

Board of Directors 2007 to Present

Maidpro of Northwest Indiana Crown Point, IN

Responsibilities include the review of financial statements, evaluation of business performance and growth, negotiation of lease terms, planning of marketing campaigns, and the coordination of IT and electrical contractors.

Finance Committee Member 2008 to Present

First United Methodist Church Crown Point, IN

Responsibilities include reviewing and planning of church budgets and revenues. Researching and providing input on how to increase church revenues.

Education

Electrical Engineering Technology

Purdue University Calumet Hammond, IN

Certifications

- MCP, Microsoft Certified Professional
- CCA, Citrix Certified Administrator
- MCNE, Master Certified Netware Engineer
- CLP, Certified Linux Professional
- SCSA, Sun Certified Systems Administrator
- CSA, SCO Certified Systems Administrator

Training

- Novell 4.11 CNE training, New Horizons Learning Center, Chicago, IL, 1995
- Novell GroupWise 5.5 training, Mi-Tech, Oakbrook, IL, 2001
- Dale Carnegie Training, Dale Carnegie, Downers Grove, IL, 2003 to 2004
- Management & Leadership Skills for First-Time Supervisors & Managers,

