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David Rheume (US Citizen) Posted by: Individual		Tot Exp : 14 Yrs	Preferred Employment	[Hot Resume]
Sys Admin/Network;	NT Admin	US Exp : 14 Yrs		
Fort Worth, TX	Ph(C) :	Salary : Market	Corp-Corp	Available as of Mar-09-11 Email [Check Availability] Forward Profile/Resume <input type="checkbox"/> Save in Scratchpad <input type="checkbox"/> Download Resume Only for Premium Access
Relocation : YES	Ph(H) : ✉ Email me job details	Rate : Market	W2 Contract	
Ph(W) :	DNS > 10 yrs Windows 2003 > 8 yrs Windows NT > 10 yrs ACTIVE DIRECT > 10 yrs		W2-Permanent	
Desk Top > 10 yrs DHCP > 10 yrs Identity Mana > 10 yrs Migration > 8 yrs			1099 Contract	
ACTIVE DIRECTORY, Desk Top, DHCP, DNS, Identity Management, Migration, Windows 2003, Windows NT			Need H1B	
Preferred Time to Call :	Domain Experience : Dot Com, Financial, Government, HealthCare, IT/Software, Manufacturing, Telecom			

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David Rheume

Microsoft Certified Master – Windows Directory

2616 Roberts Cut Off Road · Fort Worth, TX 76114

EXPERIENCE

Microsoft Corp., Irving, TX 2004 - 2011

Premier Field Engineer

Provided on-site Active Directory and Windows networking support for Fortune 500 companies and organizations ranging in size from single-site networks to multi-national corporate wide-area networks spanning six continents.

Achieved 100% customer satisfaction for weekly engagements in both reactive and proactive assignments encompassing Critical Situation/server down issues, design review and formal Risk Assessments

Responsible for an 85% decrease in client Active Directory server down support issues with more than 150 on-site Active Directory Risk Assessments to identify, document and remediate known configuration issues

Delivered enterprise-level troubleshooting training for Windows Networking and Directory Services, including Group Policy, domain migration and consolidation, terminal and remote desktop services, distributed file systems (DFS), and public key infrastructure (PKI)

Created detailed reports of on-site activity including troubleshooting steps, technical and process recommendations, and expenses

Mentored new hires and colleagues to increase technical expertise and role-based proficiency, and responsible for team pre-hire technical screens and formal interviews of prospective candidates

Microsoft Corp., Irving, TX 2000 - 2004

Technical Lead

Served as the primary technical escalation point for a team of 15 support engineers with responsibility for complex front-line support issues for Active Directory and Windows NT domains and associated Microsoft networking technologies to include DNS, DHCP, WINS, and DFS

Maintained superior client reviews and an unprecedented 0% customer dissatisfaction as documented by customer surveys.

Established and led the first after-hours and weekend Directory Services support teams in Microsoft Product Support Services which provided the first 24x7 support offering for Microsoft's unmanaged customer base.

Served as the world-wide escalation point and development team liaison for more than 200 engineers for Active Directory domain migrations using ADMT.

Spearheaded the creation of intellectual capital for QFEs and code updates for reproducible bugs

Created, validated and delivered Directory Services Troubleshooting technical training for Windows Server 2003 for delivery to Microsoft employees and enterprise customers

Performed formal training in Directory Services, change control management, and identity management for employees transitioning to Directory Services support from other groups within the company

RSI, Inc., Fort Worth, TX 1999 - 2000

Local IT services provider for third-party companies in the DFW Metroplex

Lead Engineer/Architect

Provided Windows networking support, including Windows domains administration, network design and installation services, and server installation and support on a contract basis for third-party companies in the local area

EDUCATION AND TRAINING

TEXAS CHRISTIAN UNIVERSITY, Fort Worth, Texas 1997

Bachelor of Arts, Religion Studies

Microsoft Certified Master – Windows Directory 2009

Microsoft Certified IT Professional 2008

Microsoft Certified Systems Engineer 1999, 2003

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