

Jason Scott Pope

136 Canaveral Drive
Pittsburgh, Pennsylvania 15235

Phone: (412) 736-2479
Email: jpope@messaging-expert.com

INFORMATION TECHNOLOGY PROFESSIONAL

Professional Summary:

10 years experience, including 5 years experience in direct supervisory management. Working knowledge of various industries, including Financial Services, Pharmaceutical, HealthCare, Utilities, Media, and Retail.

Managerial Expertise in:

- IT Operational and Departmental Management
- Strategic Planning and Process Improvement
- Software Development and Systems Architecture (Java/Power Builder/.NET, Unix/Windows)
- IT Production Support and Quality Assurance
- Vendor and Contract Management
- Employee Recruitment, Training, and Mentoring

Technical Expertise in:

- Microsoft Enterprise Suite
- Enterprise Exchange Messaging Infrastructure, 5.5 – 2010
- Subject Matter Expert: Exchange 2003 -2007 migrations
- Enterprise Active Directory configurations and administration, 2000 – 2008
- Microsoft SQL Server 2000 – 2008
- VMware ESX, ESXi, VSphere, Virtual Center, Cisco Nexus 1000 vSwitch
- Disaster Recovery planning, testing and execution

Employment History:

ServiceLink/VisionGlobalSolutions, Pittsburgh, PA

2009 – Present

Infrastructure Architect Manager

- Upgraded legacy Microsoft infrastructure from Windows NT4, 2000, and 2003 to Server 2008 for all pre-production and production environments. Consisting of approximately 296 servers.
- Provided key direction as well as hands on support to all business units during pivotal data center migration, consolidating 124 cross platform servers to 20 VMware ESX nodes
- Successfully planned Exchange 2003 to Exchange 2007 cross forest migration while unraveling messaging dependencies' on proprietary software
- Designed, Project Managed, and Implemented 14 environments comprised of Oracle 10G RAC, IBM Websphere 6.1, and ancillary Windows/Unix components to enhance software development lifecycle with zero budget while reutilizing 82% of what was deemed unusable stock

- Actively involved in development, testing, and production release of proprietary software, often crossing multiple disciplines to achieve desired results
- Established working relationships across six distinctive lines of business to redefine IT Operations service level agreements as well as evolve failing processes into functional processes
- Reviewed Technology Operations budget to define needs versus wants moving into 2010

Advantacom, Inc., Pittsburgh, PA

2006 – 2009

Manager of Business Solutions

- Led consulting team to successful growth technically and financially through the implementation of resolution knowledge base and utilization tracking system
- Directly responsible for all consulting projects and service dealing with the following: Microsoft, VMware, Citrix, EMC, Compellent, Great Plains, Dell/HP hardware and Linux
- Directly managed key accounts in regards to technology planning, vision, and technology implementations
- Created bi-weekly training program for all corporate employees focused around emerging technologies, time management, and successful process driven work flow
- Assisted client technology managers with: staff appraisals, staff SWOT assignments, and suggested training paths
- Regularly requested by clients to provide advice, strategy, and direction dealing with next steps or future planning during all phases of the decision making process
- Designed and implemented strategic clients DNS/Messaging infrastructure to allow offices separated by geographical location on separate network segments to communicate to centralized domain controllers and member servers, reducing server hardware utilization by 30%, effectively lowering the technology bottom line for fiscal year end 2007
- Performed multiple seamless cross forest migrations to Native 2003 Active Directory environment to improve client ROI and optimize infrastructure investment
- Architected and implemented various customer network topologies utilizing Cisco routers, switches and firewall, often including such technology as WAAS, Call Manager, Adaptive Security Appliance

Fiserv, Pittsburgh, PA

2001 – 2006

Senior Implementation Engineer

- Managed and maintained 13 Windows 2003 Terminal Services/Citrix environments consisting of 27 various companies in a shared services cluster
- Administration of MS Exchange, Symantec Anti-Virus, Active Directory, IIS, API, MS SQL, and various proprietary systems.
- Promptly resolved all customer infractions and system outages, and deliver incident reports to customers and Senior Management.
- Communications with various teams, including programming, integration and web teams regarding system and product bugs and follow-up to assure corrections are received, implemented, and fully tested.
- EMC Clarion CX Series SAN Installation, Configuration and Administration.
- Assisted in direct customer facing interaction while providing total customer satisfaction in resolution of all issues.
- Deployed and administered a cost effective Windows 2000/2003 Remote Installation Server to expedite workstation refresh and rollouts
- Telecommunication support for 3COM VOIP system, which involved creation of ACD and station hunt groups for corporate call centers, as well as companywide voice mail setup

- Provided Interdepartmental support and training

EDUCATION:

- Associates, Computer and Networking Infrastructure
- Masters, Information Technology Leadership
- Pittsburgh Technical Institute, 2003
- Duquesne University, 2009 (currently enrolled)

Awards/Accomplishments:

- Technical Leadership Corporate Award 2007 and 2008
- "Above and Beyond" Corporate Award 2006, 2007, and 2008
- Microsoft "Early Adopter Award" first 500 corporate customers to successfully migrate to Windows Server System 2003 without consulting assistance
- Exchange 2007/2010, Server 2008, Windows 7 and Windows Vista RTM beta tester

Professional Certifications:

Microsoft:

Microsoft Certified Systems Engineer 2003

Microsoft Certified Systems Administrator 2003

Microsoft Certified IT Professional: Exchange 2007

Microsoft Certified IT Professional: Enterprise Support

Microsoft Certified Technical Specialist: Server 2008 Applications Infrastructure Configuring

Microsoft Certified Technical Specialist: Server 2008 Active Directory Configuring

Microsoft Certified Technical Specialist: Server 2008 Network Infrastructure Configuring

Microsoft Certified Technical Specialist: Windows Vista Configuration

Microsoft Certified Technical Specialist: Windows Server 2003 Hosting and Configuration

Microsoft Certified Technical Specialist: Business Desktop Deployment with the BDD

Microsoft Certified Technical Specialist: Exchange 2007 Configuration

VMware:

VMware Certified Professional (ESX3.5)

Cisco Systems:

Cisco Certified Network Associate (expired July 2009)

Cisco IP Telephony (expired February 2009)

Citrix:

Citrix Certified Administrator: Metaframe Access Suite 3.0

Citrix Certified Enterprise Administrator: Metaframe Access Suite 3.0

DELL:

Dell EqualLogic Storage Specialist

Dell EqualLogic Design Specialist