



## *Jay Sanford*

### **SUMMARY**

- Strong analytical ability, 'can-do' attitude, thrives under pressure.
- Fantastic communication and customer support skills, consistently exceeding expectations of upper management in high stress situations.
- Nearly 18 years increasingly complex experience in information technology providing senior end-user support, network administration, 'hands-on' technical team project leadership, and project management.
- Driving the delivery of large-scale enterprise application remediations & roll-outs, Active Directory migrations / infrastructure projects, hardware and software deployments, desktop refresh implementations, while planning for, understanding and managing the impact of such projects on the business and business processes.

### **DEGREE / CERTIFICATIONS**

Bachelor of Science – MIS

CompTIA A+ Certified Service Technician

Brainbench Computer Fundamentals (Win 95/98)

Preparing for PMP exam (estimate completion mid/end summer 2011)

MCP – Microsoft Certified Professional

CompTIA Network+ Certification

ACE – Acronis Certified Engineer

### **TECHNICAL SKILLS**

**Hardware:** PCs, Network Routers, Hubs, Switches, Printers, Scanners, Peripherals, Terminals, Wiring and Cable, Wi-Fi configuration, some MAC.

**Software:** MS Office, Outlook and Exchange, Lotus Notes, SMS, DSM, Remedy, JDE, Veritas, ArcServe, Ghost, Acronis, Misc Remote applications, and much more.

**Miscellaneous:** Workstations & Servers, Network Administration, Infrastructure, LAN/WAN, Anti-Virus, AirMagnet (Site Survey), Group Policy, Security, Registry Tweaks, VPN, Wireless, Backups, Disaster Recovery, Citrix, POS, System Images, VMware, Hardware & Software Upgrades, Rollouts, Deployments, and Migrations.

**Operating Systems:** Microsoft Windows from 3.x to Windows 7, DOS, MAC, NetWare, Linux.

**Servers:** Windows 2008, 2003, 2000, NT, Exchange, Terminal Server, SQL, and Novell.

## RELEVANT TECHNICAL EXPERIENCE

ITT Corporation

**Active Directory Migration Engineer**

Hanover, MD.

May 2011 – Present

Assist with the migration of servers and workstations into new Active Directory domains, using the Quest Software migration tools. Over 20,000 workstations and servers into new Active Directory domains, using the Quest Software migration tools.

- Responsible for using Quest Migration Manager to migrate computers & group objects and security permissions to new domains.
- Responsible for using Quest Resource Update Manager to migrate computer objects to new domains.
- Position required troubleshooting PC networking issues involving LAN connectivity, TCP/IP, DNS, etc.

INFOCROSSING / WIPRO

**Windows Administrator**

Omaha, NE.

November 2010 – December 2010

- Server builds in data center with VMware vSphere, and Alteris.
- Windows Network Admin tasks such as; account management, policies, license compliance, security patches, antivirus updates.

CHARTIS INSURANCE (AIG) Latin America Division

**Active Directory Consultant (Migration Project)**

Miami, FL.

May 2010 – August 2010

- Using Quest Migration Manager to Migrate legacy AD domains in Central & South America (approximately 3000 users / PCs, and 400 servers) into a consolidated, streamlined, global Windows 2008 R2 environment.
- Domain preparations and readiness activities, decommissioning legacy domains, escalation point for migration issues, as well as post migration user & server support.

MALIBU CERAMIC WORKS

**IT Specialist / LAN Manager (Contract - Part Time)**

Topanga, CA.

November 2008 – April 2010

- Responsible for all IT equipment and all aspects of IT services for the enterprise.
- Network architecture & design, hardware & software procurement, installation, maintenance, server management, security updates & patches, disaster recovery & backups.
- Network Admin tasks such as; account management, policies, license compliance, antivirus, Outlook implementation, system & end-user (on-call, after hours, & remote) support.

ABM Industries

**Project Manager**

San Francisco, CA.

September 2008 – November 2008

- Overall Project Manager, encompassing Active Directory, Lotus Notes to Exchange / Outlook migration, domain consolidation, Terminal Services, asset assessment, remediation of 400+ applications, and migrate those from Citrix to SharePoint.
- Assisting with architectural design, planning, and implementation merging ABM, and its acquisition One Source, networks into a new Windows 2008 Active Directory.
- Oversight, monitoring, and vendor management of related peripheral enterprise projects.

ÉLAN PHARMACEUTICALS

**Laboratory System Recovery Specialist**

South San Francisco, CA.

December 2007 – September 2008

- Develop and Implement Disaster Recovery Plans for nearly 200 R&D laboratory PCs.

- Utilizing Acronis, imaged each PC and tested restoration of image to dissimilar hardware to ensure immediate recovery in the event of system failure.
- Migrate systems to the new AD domain, configure for automatic image updates, and redirect instrument data storage to the network while ensuring security compliance.
- Assisted on Technology Infrastructure Refresh project, migrating users to a new desktop image. We used Ghost, DDNA (Desktop DNA), and DSM (CA's Desktop and Server Management) for software package deployment.

## ALLERGAN

Irvine, CA.

### **Advanced Laboratory Support Specialist**

July 2007 – September 2007

- Support all R&D laboratory computer equipment, including LAC/E data Acquisition Servers running Empower data collection software.
- Project to discover legacy and standalone systems in order to backup instrument data and update H/W & S/W to meet corporate standards (or decommission), qualify systems, and configure HDMS for future automated backups. Decommission old backup system server.
- Author, edit, and review SOPs, IQ, & OQ docs on Documentum / CORAL systems.

## HONEYWELL

Phoenix, AZ.

### **Active Directory Migration Project Manager**

January 2007 – April 2007

- Project Manager for Defense and Aerospace division's migrations to a new Windows 2008 Active Directory Forest.
- Work with businesses, server & application owners to remediate applications, coordinate meetings, communications, and post migration testing (UAT) of services & applications.
- All related migration of Users accounts and objects utilizing Quest (QMM) Migration tools.
- Ensure completion of resource consolidation, and retirement of collapsed domains.

## AMERICAN EXPRESS

Phoenix, AZ.

### **Active Directory Project Manager**

January 2006 – January 2007

- Overall Active Directory Refresh Project Manager including oversight and monitoring of all required peripheral projects enterprise-wide {with a 2006 budget over \$3.2M}.
- This project involves re-architecture and restructuring of the entire AD Forest, migration of 80,000 users and PCs, File & Print server consolidation, and Novell Decommissioning.
- File and Print consolidation's goal of 50% reduction of the amount of servers will result in an annual cost savings over \$7M.

## WELLS FARGO

Chandler, AZ.

### **Project Manager**

November 2005 – December 2005

- Responsible for 2 high profile projects, in a very complex Windows 2003 AD environment, ensuring installation compliance of IT Asset Management Reporting tool (Marimba), and mandated Security Software (Personal Firewall) on over 180,000 workstations.
- Responsible for process implementation, tracking, and reporting to upper management.
- Liaise with more than 60 separate business units in facilitating deployments with minimal disruption to business operations.

## AMGEN

Thousand Oaks, CA.

### **Systems Analyst (Regulatory Systems Compliance Consultant)**

June – September 2005

- Ensure compliance with SOPs and CFR part11 for Non-Standard Information Systems in a GMP environment. Track and report project progress and status to upper management.
- Gather requirements, from business units and vendors, necessary to development and implement a project plan for a new FDL (Formulation Development Lab).
- Work with validation team for IQ and OQ documentation regarding these systems.

- Assist in-house IS Support Team with Lab Instrument Systems support as required.

MCKESSON CORP.

Richmond, VA.

**Technical Project Leader / Sr. Network Support Engineer** January 2004 – March 2005

- Senior Technical Leader on national, enterprise wide project equipping the national sales force with a new, proprietary, cutting edge tool, on new Fujitsu Tablet PCs.
- Gather requirements, develop & maintain project plan, document procedures & processes.
- Hire, train, and supervise additional technical resources as required. Act as single point of contact for all escalated calls and incidents, assuring 100% user satisfaction.
- Install & configure new JDE (J.D. Edwards) driven application and ensure operability.
- Migrate user data, and implement email conversion from Lotus Notes to Exchange/Outlook.
- Provide asset management security and data protection with regard to returned assets.
- Plan, configure, and implement wireless network solutions for national training sites.
- Assist Active Directory conversion project, network administration, and VPN upgrade.

MCKESSON CORP.

Alpharetta, GA.

**Technical Project Lead** May 2003 – October 2003

- Senior Technical Lead on enterprise wide project refreshing approximately 5,000 PCs.
- Developed streamlined processes to increase project output, maintain inventory and asset control, thereby reducing related costs.
- Installation & configuration of programs and applications, including Siebel, Vantive, SAP, Tivoli, Netifice VPN client, Citrix Desktop Client, AT & T Remote Access, Lotus Notes, Connected TLM backup, Terminal Emulators, Printers, and more.
- Novell and Windows network administrator managing user accounts and password security through the duration of the project.
- Lead a tech team ensuring data migration and integrity, while simultaneously achieving unparalleled customer satisfaction. Assist support team with Remedy queue call resolution.

MCKESSON CORP.

National, U.S.

**Traveling XP Migration Project Leader** February 2003 – April 2003

- Project Leader on PC refresh / XP migration project, from California to Connecticut, involving over 3,000 PCs at company's distribution centers across the country.
- Senior level support, relating to the project, in a complex Windows / Novell environment.
- Hardware and software implementation to achieve enterprise wide corporate standard from Windows 2000 to XP.

CITY OF SAN MATEO

San Mateo, CA.

**IT Migration Project Lead** January 2003 – February 2003

- Contributed on project to migrate every city desktop and laptop PC from Windows 98 to Windows 2000 in order to implement government mandated imaging software and security.
- Migrated user data and configuration in order to impact the user as little as possible.
- Supported and trained city employees relating to the new operating system.

MCKESSON CORP.

San Francisco, CA.

**XP Migration Project (Team Lead)** July 2002 – January 2003

- Team Lead for large migration / refresh project involving over 1,400 desktops and laptops.
- Senior level support in a complex Windows XP, 2000, NT 4.0/98 and Novell environment.
- Developed and implemented project scheduling process as well as inventory control procedures for IT asset management.

GN RESOUND CORP.

Redwood City, CA.

**Network LAN Administrator / Sr. IT Support Specialist** November 2000 – March 2002

- Domain Administrator providing PC & Server support, and managing user accounts for a global high-tech corporation in a multi-domain environment on Dell servers, and Cisco Routers. Also administrated Microsoft Exchange 5.5, Citrix Server, SQL Server, and IIS.
- Maintained IT equipment inventory, site license compliance, and maintained backup tape inventory for off-site storage. Converted Corp. back up systems from Arc Serve to Veritas.
- Achieved and maintained unequalled user satisfaction for end user support.
- Initiated and ran project updating all PC operating systems for the entire site.
- Additional software & application support, and liaise with vendors for warranty support.

CUSTOM COMPUTER SERVICES

Fresno, CA.

**Network Administrator / Enterprise Support Engineer** June 1998 – November 2000

- Enterprise wide network administrator / support engineer on Windows 2000 and NT 4.0 servers and workstations, and Windows 98 machines (in-house).
- Supported over 2000 users using NT 4.0, Windows 95, Win 3.11, and Banyan Vines for the County Human Services System Department (contract).
- Developed standardized images for various departments, utilized on over 2,500 PCs.
- Contributed to the conversion of over 1200 Windows 95 and Windows 3.11 desktop operating systems to Windows NT 4.0.
- Project leader contributed to the installation of over 900 new Workstations.

CENTRAL VALLEY PROFESSIONALS

Fresno, CA.

**Director MIS Committee** October 1997 – June 1998

- Provided technical support, troubleshooting, as well as end user training in Internet and Windows 95, 3.1, and Mac programs and applications for more than 75 members.
- Database administration and maintenance, migration, configuration, and system updates.

PRECISION TIME AND DATA

Santa Ana, CA.

**Project Manager / Program Analyst / Support Technician** June 1993 – June 1996

- Site system design and implementation from concept to completion.
- Provided technical support for MIS at Vons and other companies' warehouses, factories, and stores throughout California and Northern Baja California, Mexico.
- Installed and supported automated time and attendance tracking systems, and integrated Verisign POS terminals. Coordinated development of integrated systems with Infotronics time clocks and TMS (Time Management Systems) for Government Hospitals in Mexico.