



## Resume of PAUL A. GARLICK

Sr. Exchange Consultant | Unified Communications SME

### TECHNICAL EXPERTISE

**Systems OS** Microsoft Server NT4, 2000, 2003, 2008 Enterprise & Core. Microsoft Windows XP, Vista & 7. HP OS/2, Red Hat Enterprise Linux, Fedora, Debian & CentOS, Sun Solaris

**Hardware** Cisco Switches, Hubs, Routers & Access Points, IBM & Dell Servers, PC & MAC Motherboards, Hard drives etc. iSCSI SAN, NAS and tape library, PBX & KSU Switches IE. Meridian, NEC, Mitel, Panasonic, CCM, BCM Linux based IAX PBX's, VOIP Hardphones & softphones. Unified Communications Branch Appliances and PSTN Gateways.

### Technologies

Active Directory 2000, 2003 & 2008, Active Directory Certificate Services, DNS, DHCP, Windows Deployment Services, RADIUS, Network Access Protection, Network Policy Server (NPS), WSUS & Powershell

Microsoft Exchange Server 2003, Exchange Server 2007, Exchange Server 2010, Microsoft Sharepoint 2010, Office Communicator Server 2007 & SQL Server 2005 & 2008, Blackberry Enterprise Server 4 & Blackberry Enterprise Server 5, Wireless Network Administration, WIFI Hotspot Gateway Services, 802.11a/b/g, 802.11i/WPA2, 802.16/WIMAX, DD-Wrt & OpenWRT. VOIP Server and Gateway services for h323 & GSM over SIP. Cisco IOS® Software (Serial & Web GUI).

### CURRENT CERTIFICATIONS

*CompTIA A+*

*CompTIA Network +*

*CompTIA Linux +*

*BlackBerry® Certified System Administrator*

*BlackBerry® Certified Server Support Specialist*

*MCITP – Enterprise Support Technician (Windows Vista)*

*MCTS – Enterprise Desktop Administrator (Windows 7)*

*MCITP – Server Administrator (Windows Server 2008)*

*MCITP – Enterprise Server Administrator (Windows Server 2008)*

*MCITP – Enterprise Messaging Administrator (Exchange 2007)*

*MCITP – Enterprise Messaging Administrator (Exchange 2010)*

*MCTS – Windows Server Virtualization & Configuration*

### PROFESSIONAL EXPERIENCE



## **I.B.M. Canada Ltd**

### **Sr. Exchange Consultant**

**2011 - April**

Working on the special migration project team, for a client in the banking industry, was responsible to assist with the planning, implementation and troubleshooting of 7000 mailbox migrations. Firstly, the restoration of all mailboxes archived data from Zantaz Enterprise Archive Server software. Next, the setup and testing of the new Exchange 2010 servers, high availability, network load balancing, certification request and import, backup scheduling, antivirus/anti-spam protection and failover testing. Created new Exchange 2010 Unified Messaging server, integrated UM with existing Office Communicator 2007 R2 server and OWA integration as well. Responsible for setup a failover Blackberry Server 5.0 environment and assist with Blackberry users swing migration. Finally I was responsible to move all the mailboxes from old Exchange 2003 to the new Exchange 2010 servers and provide build and maintenance documentation to the production support staff.

Heavy emphasis on high availability, load balancing, Active Directory security, role based administration control (RBAC), software deployment through Group Policy and performance and reliability monitoring with System Center Operations Manager.

## **ServerOutsourcer**

### **Unified Communications Consultant**

**2010 - 2011**

Designed, built and deployed Microsoft Lync 2010 server infrastructures for single and multi-site. I have performed several migrations, from Office Communications Server 2007 R2 to Lync 2010 server, Exchange 2003 server to Exchange 2010 server and Blackberry Enterprise Server 4.0 to 5.0. Other duties including integrating OCS 2007 & Lync 2010 servers with IP PBX's and Exchange servers 2007 & 2010 with the setup of PSTN gateways from time to time. Heavy emphasis on high availability, load balancing, Active Directory security, software deployment through Group Policy and performance and reliability monitoring with System Center Operations Manager.

## **TriOS College of Technology and Business**

### **IT Instructor**

**2008 – 2010**

The TriOS industry-leading Network Engineer Diploma Program is designed for the individual seeking knowledge and certification in computer and network administration. In addition to communication and support training, students receive training on popular operating systems including Microsoft Windows Vista, Microsoft Windows Server 2008, and Linux. Moreover, students learn how to configure technologies such as Microsoft Exchange Server, Microsoft SQL Server, server virtualization, wireless and mobile devices as well as learn how to automate administration using PowerShell and BASH Shell scripts.

## **Herzing College**

### **IT Instructor**

**2007**

Network or computer systems administrators design, install, and support an organization's Local Area Network (LAN), Wide Area Network (WAN), Internet, or Intranet system. They provide day-to-day on site administrative support for software users in a variety of work environments, including professional offices, small businesses, government, and large corporations. They maintain network hardware and software, analyze problems, and monitor the network to ensure availability to system users.

## **Canada Smart Home**

## **Project Developer**

**2006**

Primary duties are to design and propose new WIFI installation contracts. Ongoing research and development into cutting edge METRO WAN technologies.

Currently working with Ontario Non-profit housing board to implement public wireless broadband Internet access for lower income housing. In, the past supplied and managed equipment like Cisco Erbium Doped Fiber Amplifiers (C Band), several Cisco 1000 series Aeronet AP's, Omni, Panel and other various 802.11a/b/g & 802.16 antenna arrays.

## **Harmony Logistics**

### **IT Administrator**

**2005 - 2006**

Initial setup and install of an 800,000 square foot distribution center, including fiber/copper runs, Nortel PBX installation and Callpilot administration. Equipment implemented: Cisco 1200 Aironet AP's & yagis, Cisco Catalyst switches, Cisco CSU/DSU's. Ongoing support for over 300 WIFI devices including pocket PC's, truckmounts and handheld scanners. Developing and maintaining SOP's and technical documentation on a daily basis.

## **A-Tek Computing Solutions**

### **Project Engineer**

**2003 - 2004**

Analyze and design new servers and storage systems. Maintain WAN networks utilizing open source VOIP server platforms, in a 24X7 environment. Monitor and manage existing web-based VOIP tracking system. Implement SIP based services on both MS and Linux platforms. Remote administration of client equipment utilizing VNC and SSH.

## **Resource Software International**

### **Telecommunications Technician**

**2001 – 2003**

Help desk and on-site technical support for call detail recording software. Also, developed add-on and upgrades for company products. Development in MS Visual Basic a daily task, creating new utilities and troubleshooting existing software. Strong emphasis in TCP/IP & serial based interfacing.

## **I.B.M. Canada Ltd**

### **Field Support Technician**

**1999 - 2001**

Only on-site technician responsible for supporting 600+ Air Canada call-center employees. Also, responsible 24X7 on-call to the VP of Air Canada and the subordinate executive staff. On a daily basis, provided server upgrades and backups, Novell/LAN troubleshooting, and various platforms support including, MS Windows, OS2, SUN & AC100 proprietary reservation system. Supporting up to 800 workstations, on any given day this was the most challenging, high stressed, fast paced environment I've currently encountered. Developed complete infrastructure layout for the Air Canada Center. Managed migration/roll-over of equipment and software for Windows 2000 platform. Instituted small document management utilities for executive staff. Performed key role, & point of contact, for integration of Canadian Airlines call center and corporate staff.



**EDUCATION AND TRAINING**

1999

*International Business Schools*

**Computer Support Specialist**

**Comptia A+ & MCP**

2000 - 2003

*Department of National Defense*

**Army Officer - 2nd Lieutenant**

**Basic Officer Qualification**

**Military Occupation Course**

**Range Safety Officer**

**Unit Supply Officer**

**Unit Administration Officer**

**Platoon Commander Course**