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Confidential (US Security Clearance) Posted by: Individual		Tot Exp : 10 Yrs	Preferred Employment	Available as of Feb-01-11
Sys Admin/Network;	NT Admin	US Exp : 10 Yrs		
Fort Washington, MD	Ph(C) :	Salary : Market	W2 Contract ✓	Email [Check Availability]
Relocation : YES	Ph(H) : ✉ Email me job details	Rate : Market	W2-Permanent ✗	
Pref. State(s) : DC, MD, VA	Ph(W) :	System Admin > 10 yrs	1099 Contract ✓	Forward Profile/Resume
		Security > 7 yrs	Need H1B ✗	
		Windows Admin > 10 yrs		<input type="checkbox"/> Save in Scratchpad
		Windows 2003 > 6 yrs		Download Resume Only for Premium Access
		SQL > 8 yrs		
		SMS/SCCM > 10 yrs		
SQL, Security, Windows 2000, Windows XP, DNS, unix, ACTIVE DIRECTORY, Network Engineer, TCP/IP, Embedded, LAN, Migration, SAP ITS, Windows 2003, Basic, C, Cisco, FireWall, Graphics, IIS		Patch Managem > 7 yrs		
Preferred Time to Call :		TCP/IP > 8 yrs		
Corp-Corp Info :	Confidential			
Notes :				
Domain Experience :	Dot Com, Government, IT/Software, Manufacturing			

Enter notes about this profile to share with other recruiters of your company. (Auto Save : ON)

Shannon R. Young
10905 Gunpowder Drive
Fort Washington MD, 20744
(H)
(C)

Objective

To obtain a challenging career utilizing and expanding my skills as a computer/network support administrator within a progressive, modern company, which challenges its people and use state-of-the-art technologies while enhancing my leadership abilities and dedication to a motivated team.

Active Clearance: Top Secret Clearance SSBI (Current as of August of 2000) with SCI and CI POLY

Education: Midland Technical College
Major: Commercial Graphics

WORK EXPERIENCE

01\08-Present Artech Information Systems, L.L.C.
SMS Engineer
Washington, D.C.

- Monitor and maintain day to day operation of package creation, deployments, and collection creation.
- Create custom SMS queries for software deployments, created detailed status reports, asset inventory (hardware and software), and software metering usage reports.
- Thorough understanding of process flow for SMS software distribution and patch management.
- Upgrade of SMS 2003 Primary and Secondary sites to SCCM2007.
- Provide regular status reports.
- Create SMS packages and advertisements.
- Provide daily support 400+ Primary and Secondary sites.
- Provide technical support for over 260,000 clients across the Continental United States.
- Experience with SMS/SCCM migrations.
- Experience owning significant aspect of the product/application design and implementation.
- A professional, business-focused attitude and courteous manner towards clients, partners and peers.

12\07- 12\08 Hewlett Packard
Technical Consultant I
Department of Homeland Security, Washington, DC

- Responsible for testing HP thin clients/blade solution pilot program for DHS deployment. Created baseline image for Windows XP embedded (thin clients).
- Assisted with creating baseline image for HP WX25P (blades). Setup, installed, and configured DHS applications on Blade systems according to DISA STIG and DHS baseline image requirements.
- Responsible for testing HP thin clients/blade solution pilot program for DHS deployment.
- Created baseline image for Windows XP embedded (thin clients).
- Created thin client critical updates and procedures plan. Working on Blade audio implementation plan for thin clients.
- The HP Blades solution consists of dynamically allocates a one-to-one connection between each user (thin client) and an individual BL25p workstation blade. In this

strategy, each user has a dedicated computer resource running a single instance of the operating system, providing an enhanced, personalized desktop that can be remotely accessed through enterprise networks or the Internet.

- Provide technical training for setting up and configuring Rapid Deployment Server. The application used for the deployment was Altiris 6.8
- Deployed images to a total 600 HP WX25P (blades) and 600 thin clients.
- Provided technical training and documentation for configuring ILO ports on each HPX25P (blade).
- Created a deployment package to upgrade the Remote Graphic Sender on the blades and thin clients.
- Install Altiris client on workstations, deploy software via Altiris, and deploy desktop images via Altiris.

05\05-12-07 Hewlett Packard

Technical Consultant I

Defense Intelligence Agency Boiling AFB, Washington, DC

- Created and configured secure network for remote users. Install and configure windows 2003 domain controller with active directory.
- Install and configure print server and file server.
- Design SMS 2003 sites hierarchy install primary and secondary SMS sites.
- Enterprise Software Repackaging & Deployment for large Windows 2000 & Windows XP customer base. Deployment of software using SMS 2.0 & SMS 2003.
- Designing deployment strategies for various COTS and locally developed products.
- Customer Support throughout the entire deployment process.
- Develop installation scripts and MSIs for deployment through SMS.
- Providing technical SMS support for Defense Intelligence Agency.
- Create SMS queries/reports, and other methodologies to perform vulnerability assessments and risk analysis of vulnerabilities as they are released.
- Test approved patches and software needed for deployment across three networks each on a different security level.
- Provide operational support for 15 SMS servers and 12000 clients across three networks.
- Create packages, advertisements, special collections and deploy applications as well as security patches to all three networks as requested by customer.
- Create packages, advertisements, special collections and deploy applications as well as security patches to all three networks as requested by customer.
- Windows 2000 and 2003 admin support creating accounts, deleting accounts, unlocking accounts and placing workstations in the correct OU so they receive all the

proper policies.

- Install Altiris client on workstations, deploy software via Altiris, and deploy desktop images via Altiris.
- Exchange 2003 administration creating e-mail accounts, delete accounts, and manage mailboxes.

01\05-05\05 Strategic Business Systems

Sr. SMS Engineer

Department of State Washington, DC

- Use SMS queries/reports, and other methodologies to perform vulnerability assessments and risk analysis of vulnerabilities as they are released.
- Deploy patches via WSUS and SMS.
- Test approved patches in lab environment.
- Provide automated installation solutions to the OPS division for deployment throughout the enterprise using SMS, WISE, Visual Basic and other tools.
- Applying methods used during risk analysis, begin the validation process and ensure systems are compliant and installed with the required patches and updates.
- Serve as the tier 3 support for issues related to patch/update delivery, installation and validation.
- Evaluate and re-engineer current processes used by the Patch Management Team by developing new, more efficient processes and automation tools.
- Perform risk analysis of released vulnerabilities using SQL queries and stored procedures against the SMS database.
- Assist with the development and maintenance of a separate patch compliance database used for risk assessment and validation reporting.
- Develop SMS packages and other automated installation solutions for deploying patches and updates throughout the enterprise (SUS Feature Pack for SMS 2.0 WISE.).
- Test downloaded patches and updates in the lab using the same methods/tools used in the production environment.
- Support customers at over 250 embassies around the world deploying SMS packages and setting up advertisements.

06\03- 01\05 Titan Corporation

Sr. SMS Network Engineer/Altiris Engineer

Joint Staff Department of Defense

Senior SMS Network Engineer for the Department of Defense, Joint Staff Enterprise network

- Responsible for the installation and maintenance of network based COTS and custom applications, and remote client troubleshooting. Creates customized application installs for delivery via SMS.
- Install forests, trees, and domains.
- Verify and troubleshoot Active Directory installation.
- Create and modify a Group Policy object (GPO).
- Install, configure, manage, and troubleshoot software by using Group Policy.
- Conducts LAN/WAN requirements analysis, feasibility studies and cost/benefit analysis associated with network planning activities; Evaluates new network hardware/software technologies and make recommendations concerning future implementation efforts; Assists in planning and implementation of major network development projects; Analyze Network performance and suggest methods for improving network reliability, security, efficiency and maintenance.
- Successfully configured a Windows 2003 server that has SQL 2000 and Altiris 6.0. The Altiris software is used to deploy images to workstations across the network.
- Successfully upgraded 2000 machines from NT to Windows 2000 professional using Altiris. Also, I successfully pushed a package using the Altiris software to 4000 workstation with a 99% success rate.
- Successfully configured the SMS 2.0 and its SQL 7.0 database for optimal performance with insufficient hardware implementations and configuration to support a

medium to large SMS hierarchy.

- Deployed patches via SMS and WSUS
- Some of my responsibilities as SMS Engineer are creating packages for new software using SMS installer, wise, and install shield. I am also responsible for testing the software and deploying it across the network to over 2500 workstations.
- Designed, planned future upgrades/improvements to current SMS implementation that would take advantage of newer technologies, server hardware upgrades, domain restructuring, and network equipment upgrades. Successfully configured and deployed various COTS and custom applications with a 96% success rate on both enterprise networks via SMS.

11\02-6\03 Titan Corporation

Sr. System Engineer

Office of Naval Intelligence

- Segmentation of commercial off-the-shelf (COTS) and government off-the-shelf (GOTS) software in accordance with Joint Deployable Intelligence Support System Joint Program Office and DII COE technical Requirements.
- Prepare documentation for installation and testing of segments software.
- Provide engineering technical support to JDISS clients on Windows 2000 and NT server, workstations NT 4.0, WIN2k, and Windows XP. Also provide technical support for the following server's terminal server, IIS, SMS 1.2&2.0, Index Server and Microsoft exchange 5.5.
- Perform builds of Windows 2000 server, workstations with NT 4.0, Win2K, and XP operating systems. And Terminal server locations in support of JDISS Operations and special assignments by the JDISS PMO.
- Interface with the end-users to resolve hardware and software issues that arise during segmentation process
- Worked on migration a NT 4.0 domain to a Windows 2K domain with active directory and DNS setup. Working on migrating Windows NT workstations to windows XP operating system while retaining all current user information on the workstation from old machine to the new machine using a migration tool.

8\01- 10-02 EDS

SR. System Engineer/SMS Design Engineer

Andrews Air Force Base (Air National Guard)

- Provide Tier III LAN/Wan support for servers and network related problems on the network for the Air National Guard at Andrews Air Force Base.
- Primary responsibility was designing a SMS site for the Air National Guard at Andrews Air Force Base. This also included a presentation for the government reps explain what SMS is and why it will be to their advantage to use this tool.
- Responsible for SMS design, and the implementation and coordination of installing the SMS server and SMS clients on the network. Trained a staff of 15 people on how to implement, install, and maintain a SMS server and clients.
- Planned, Designed, and Implemented installation of SMS 2.0 using SQL 7.0 for Air National Guard. Using log in scripts to load SMS client on 1000 workstations and server on one primary SMS server. Also created SMS documentation, procedures, and provide SMS 2.0 Admin training for 20 help desk and systems administrators.
- SMS Administrator some of my job duties include creating SMS packages, writing SMS SOPs, maintaining SMS servers.
- Log, report and repair errors. Perform backups of the SMS server.
- Technical support provided daily NT 4.0, Windows2000, Advance server2000, SMS 2.0, Exchange Admin 5.5, SQL 7.0, Cisco 5000, running cable, telnetting, Proxy server, NT backup, and Arc Server.
- Daily backups, restores and distribution of IP addresses.
- Provide support for over 1000 users at Andrews and JP1 in Crystal City.
- Maintain servers and backbone equipment on the network.
- Create documentation for upgrades, repairs, and installs.
- Support, install, and configure Digital Messaging System.
- Planned and Implemented rollout of SMS 2.0 for the Air National Guard

10\01- 8-01 EDS

SR. System Engineer/Assistant Team Lead

Pentagon (Department of the Navy) DONIPO

- Provide Tier III system support for Department of the Navy troubleshooting server and network related problems.
- Technical support provided daily NT 4.0 server, SMS 2.0 Admin, Exchange Admin, SQL, TCP/IP, DNS, VERITAS BackupExe, Unix Servers, WINS, Internet Proxy Servers, Net Apps Filer server and White Page server.
- Daily back ups and restores with Backup.EXE.
- Provide daily support for 5000+ users.
- Install and configured Compaq Insight manager on for 75-80 servers.
- Currently support and maintain hardware and software support on Compaq 5000, and 7000.
- Managing and task five system engineers on a weekly basis.
- Create and provide information and documentation for various upgrades and installations.
- Currently support 100 classified and unclassified Compaq servers range from 1500, 3000, 5000, 5500, 6000, 7000, and 8000.
- Troubleshoot and provide support for UNIX systems on the network.
- Planned and Implemented rollout of SMS 2.0 for the Air National Guard.
- SMS Administrator some of my job duties include creating SMS packages, writing SMS SOPs, maintaining SMS servers.
- Log, report and repair errors. Perform backups of the SMS server.

8\01-10\01 EDS

System Engineer

Pentagon (United State Air Force Operation Center)

- Onsite network support for Air Force Network Operation Center.
- Planned and Implemented SMS 2.0 for over 5000 users at the Pentagon, and Boiling Air Force Base.
- Provide Tier III help and troubleshooting to support systems problem on the LAN problems reported on daily basis. Support and provide technical assistance for NT 4.0&N.T. server, Unix Servers, SMS 1.2&2.0, Exchange, MS Office 97&2000, SQL, DNS, CNR, Backup.Exe and TCP/IP. Assist with configuring, installing and administering.

- System Management Server is used to remote control to PC's and servers on the network that have problems.
- Administrate user accounts by creating accounts in the proper domain, issue passwords to customers, delete accounts as well as grant permissions to different shares and printers on the network.
- Currently support over 300 Compaq 1500, 3000, 5000, and 7000 servers on site and off site.
- Provide daily administration of UNIX servers on the network that were apart of the firewall.

4/99-10/01 STG, INC Network Manager III/SMS Engineer
 Department of State and U. S. Embassy's World Wide
 System Management Operation Center

- Onsite network engineer for Systems Management Operations Center (Systems Management Operation Center) at Department of State Telecommunication center. Primary responsibility the roll out of SMS 1.2 and 2.0. Providing support for all of the State Department sites around the world.
- Coordinated with point of contacts when the SMS teams would be arriving at the various sites. Performed site surveys and made recommendation on hardware and what type of SMS site they should setup.
- Performed testing at SMS sites, installation, integration, training, and worked on a team to develop implementation plan.
- SMOC personnel provide Tier II help and troubleshooting support to systems LAN/WAN problems reported worldwide. Support and provide technical assistance for NT 4.0&N.T. server, SMS 1.2&2.0, Exchange, MS Office 97&2000, SQL, DNS, CNR, Ultra Bac and TCP/IP. Assist with configuring, installing and administering.
- SMS Administrator some of my job duties include creating SMS packages, writing SMS SOPs, maintaining SMS servers. Log, report and repair errors. Perform backups of the SMS server.
- Network support for 208 Embassies around the world for the Department of State.
- System Management Server Administrator for Central, Primary and Secondary sites around the world.
- In-house exchange administrator on my shift for 25 users.
- Domain Admin for over 354 for domains around the world.
- Responsible for maintaining and cleaning out SMS database failed jobs and duplicate machines.
- Assist field engineers with installation of hardware and software problems.
- Help create documentation for different projects and procedures and directions for installations such as initial install of SMS and current documentation for SMS 2.0 upgrade.
- Proficiency in analytical problem solving.
- Used SMS to run queries on over 18,000 PC's worldwide.
- Responsible for using SMS to push packages to various sites around the world

Reference Available Upon Request

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