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<b>Steve Johnston</b> (US Citizen) <span style="float: right;"><b>Posted by: Individual</b></span>		Tot Exp : <b>10 Yrs</b>	<b>Preferred Employment</b>	Available as of Jan-14-11
<b>Sys Admin/Network;</b>	<b>x-Other</b>	US Exp : <b>10 Yrs</b>		
Cary, NC	Ph(C) :	Salary : Market	W2 Contract <span style="color: green;">✓</span>	<a href="#">Email [Check Availability]</a>
Relocation : <b>YES</b>	Ph(H) :	Rate : Market	W2-Permanent <span style="color: green;">✓</span>	
Pref. State(s) : NC, OH	Ph(W) : +1-919-608-3820		1099 Contract <span style="color: green;">✓</span>	<a href="#">Forward Profile/Resume</a>
ACTIVE DIRECT > 5 yrs	Windows 2003 > 5 yrs	LAN > 4 yrs	Windows 2008 > 1 yrs	<input type="checkbox"/> <a href="#">Save in Scratchpad</a>
Exchange Serv > 4 yrs	Blackberry Se > 2 yrs	Veritas Netba > 2 yrs	VMWare > 2 yrs	
MS Exchange 2010, 2007, 2003, MS Server 2008, 2003, Veritas NetBackup, Blackberry Server, Good Server, Unity, Blade Server, DHCP, LAN, VMWare, Windows 7, Vista, XP, Cisco routers/switches, DNS, DR, Ghost, Migration, Outlook/Entourage, Tivoli, Windows XP				 <a href="#">Download Resume</a> Only for Premium Access
Preferred Time to Call :				
Corp-Corp Info :				
Notes :				
Domain Experience :	<b>Financial, Pharmaceuticals, Telecom</b>			

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Steven Johnston  
1335 Helmsdale Drive | Cary, NC 27511 |

**SYSTEMS ENGINEER**

Accomplished and driven Systems Engineer with over 10 years of expertise in administration, installation, configuration, and troubleshooting systems for Fortune 500 companies such as Cisco, IBM, Pfizer, and Verizon. Proven track record of meeting deadlines, increasing reliability, and maximizing productivity.

**Areas of Expertise:**

- Configuration and Implementation
- Integration, Installation, and Support
- Diagnosis, Troubleshooting, and Repair
- Systems Analysis
- Active Directory and Microsoft Exchange
- Veritas NetBackup
- Problem Resolution
- Customer Service

**Certifications**

Certifications  
Microsoft Exchange 2003 Admin, MCITP Server 2008 (In progress), NT Server 4.0, NT Workstation 4.0, NT Enterprise 4.0, TCP/IP 4.0, CompTIA A+, CompTIA Network+ Technical Proficiencies

**Hardware**

PC and Server Builds (IBM 8843 Blade Servers, eSeries and xSeries, Dell Poweredge 2950, HP Proliant DL380 G5,DL360), Network troubleshooting, PC Repair and Upgrades, Dell Optiplex 240-280, Compaq PC's, Hubs, Routers, Switches and Bridges

**Operating Systems**

Server 2008, Server 2003, Windows XP, Windows Vista, UNIX, Windows 2000 Server, Microsoft Windows NT 4.0 Server, Novell 4.11, OS2

**Networking Tools**

Remote Desktop, VMware, DameWare, RemoteExec, DSview(v 2.3.1), Proxy, Citrix Metaframe, NetView, Netfinity, Rconsole, Terminal Server, PCAnywhere(v10.5), ARCserve

**BackOffice Products**

Exchange 2007, Exchange Server 2003, MS Exchange Server 5.5, RXMail, Lotus Domino R5, Internet Information Server, SMS 2.0, Novell Netware

**Software**

EMC PowerPath, SSH Tectia, Putty, Veritas NetBackup, Trend Scanmail, QLogic San Surfer, Altiris Agent, Ghost 11, BackupExec, Virtual Private Networking (VPN), Symantec Anti-Virus, Oracle, Optiva, iPass, MS Office Suite XP and 2003, PeopleSoft, Lotus Notes (4.5, 5.0 and 6.5), Rumba, DNS, Firewalls, ArcServe, Outlook, Track-It, McAfee and SQL Server/Client

**PROFESSIONAL EXPERIENCE**

Cisco Systems, Morrisville, NC 2008 – Present  
Systems Engineer

Oversee 300+ Exchange, Unity, Good and BlackBerry servers in a 24/7 environment with over 85,000 users. Serve as the keypoint of contact for all alerts such as down databases, mail storms and any alerts pertaining to server or network outages. Manage projects and change requests including Exchange server builds (FE, BH, FB and MB), mass email account creation, multiple account moves in between routing groups, database recreates to recover white space, Veritas Netbackup policies and QA, MOM 2005 alert management and creation and Messagestats custom reporting. Manage daily case loads consisting of email creation, recovery of email, UNIX administration for webmail clients and core management, Message tracking and header investigation. Additional responsibilities include managing exmerge accounts for deletion or moves to webmail, email queue buildups, mailbox store policies, Good account management and BlackBerry Server management (consisting of agent restarts, service restarts, log analysis and user administration).

#### Selected Achievements:

Migrated 20,000 users from the SJC and RTP offices to the Richardson, TX pods on the new HP Proliant DL380 G5 Xeon servers.  
Recovered a critical failure when a user running accounts simultaneously on Entourage and Outlook pegged transaction logs and dropped the database from lack of drive space. Successfully moved logs to the backup drive, mounted the database, and ran Exmon utility to retrieve user account and moved them off the server to stop the spike.  
Recovered 300GB of space on mailbox servers by creating several new custom Messagestats reports to analyze the environment and pull in data (such as orphaned accounts over 60 days, users over their mailbox limit, as well as incoming and outgoing email statistics).  
Discovered a mail storm that had increased to over 1 million postmaster NDR's on our BH servers. This was caused by a recursive mailer list. We blocked the mailer and ndr's then created a rule on scanmail to purge from the servers.

IBM, Durham, NC 2007 – 2008  
Systems Administrator (contract)

Remotely administered 500+ servers using Avocent, Remote Desktop, DSview, Proxy Master and DRAC. Managed projects consisting of server builds on Dell Poweredge 2950's, Tivoli Endpoint installations, DHCP scope creation, Group Policy management and patch/hotfix management. Handled shared resources, remote printers, ran tests for performance issues, managed services and client software and installed 3rd party applications.

#### Selected Achievements:

Increased efficiency in administration by 50% by setting up the DHCP scope for a client to push to dynamic IP addressing instead of static.  
Pushed out a Tivoli installation overnight to 100 servers to assist management on a short notice build project.  
Resolved a severity 1 outage where the VM session on a Windows 2003 box was on a blue screen from a corrupt page file.

RH Donnelley, Morrisville, NC 2006  
Email Administrator (contract)

Oversee Exchange environment by handling Tier 3 exchange user issues relating to free busy, mail creation, exmerging accounts and analyzing log files. Setup HP Proliant DL360 servers running Windows 2003.

#### Selected Achievements:

Setup 30 Proliant DL360 machines running Server 2003 on short notice to assist management for an upcoming project.  
Resolved a critical exchange issue that was causing a database to dismount from a user who was spiking the transaction logs and forcing them to run out of drive space.

Omnicare, Columbus, OH 2006  
Systems Engineer

Managed three AD domains with trusts to over 20 NT domains consisting of 9,000 users. Projects consisted of server builds on IBM 8843 Blade servers and eServer machines running Windows 2003, Terminal server farm, ESX VMware setup for disaster recovery testing in Philadelphia, mass migration of accounts from Exchange 5.5 to Exchange 2003 and DHCP scope creation for new domains. Daily jobs included exchange 2003 and 5.5 account management, creating email accounts, SPAM filtering, RxMail account management, manage shared folders, Veritas Netbackup policies, Robocopy scripts, Dameware for client issues and any Tier 3 calls from helpdesk regarding Active Directory, email, shared folders or DNS problems.

#### Selected Achievements:

Migrated 3,000 users from Exchange 5.5 to Exchange 2003 using the active directory migration tool which increased effectiveness in managing users.  
Assisted in creating a Windows Server 2003 Active / Passive cluster for our new application environment for Esker.  
Increased disaster recovery by 50% and assisted in production planning by setting up ESX VMware server in the Philadelphia center for testing.  
Drove 5 Blade servers from OH to D.C. overnight and racked and set them up in order to meet a critical deadline for management.

Limited Brands, Columbus, OH 2005-2006  
Systems Analyst (contract)

Created and administered Windows 2000 AD accounts for a client base of 1,500 users. Managed projects that included rolling out 200+ Dell Optiplex 280's with an upgrade from Windows 2000 to Windows XP remotely. Daily responsibilities included Tier 3 support with LAN/Remote access problem resolve on all hardware/software.

#### Selected Achievements:

Decreased the desktop upgrade time by 50% by assisting the creation of a Ghost Script to automate 2000 to XP upgrades.  
Increased response rate of case loads by 30% for users needing their AD properties adjusted, passwords reset or permissions added.  
Assisted in fixing several 2000 servers that needed hot fix deployment and patching for several security issues.

#### PRIOR RELEVANT EXPERIENCE

AOL Inc. Columbus, OH 2005  
Beta Test Administrator- Netscape (contract)

Self-Employed Columbus, OH 2004 - 2005  
Consultant

Verizon, Garden City, NY 2002 - 2004  
LAN Manager (contract)

Pfizer Pharmaceuticals, New York City, NY 2000 - 2002  
Senior LAN & Desktop Engineer (contract)

Underwriter Laboratories, Melville, NY 1999 - 2000  
Network Engineer Consultant ( 1 year contract)

IBM Global, Melville, NY 1997 - 1999  
Jr. Network Administrator,  
Technical Support Specialist

#### EDUCATION

EDUCATION

State University of NY at Old Westbury, New York  
Bachelor of Science in Finance

Technology Training Solutions, New York  
Microsoft Certified Systems Engineer Training

Nassau Community College, New York  
Associate of Arts in Liberal Arts

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