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<b>Victor T Campagna</b> (US Citizen) <span style="float: right;"><b>Posted by: Individual</b></span>		Tot Exp : 11 Yrs US Exp : 11 Yrs	<b>Preferred Employment</b>	Available as of Jan-20-11  <a href="#">Email [Check Availability]</a>  <a href="#">Forward Profile/Resume</a>  <input type="checkbox"/> <a href="#">Save in Scratchpad</a>  <input type="checkbox"/> <a href="#">Download Resume</a> Only for Premium Access
<b>Sys Admin/Network;</b>	<b>NT Admin</b>	Salary : <b>75K</b> /Yr  Rate : <b>\$35</b> / hr	Corp-Corp <span style="color: green;">✓</span> W2 Contract <span style="color: green;">✓</span> W2-Permanent <span style="color: green;">✓</span> 1099 Contract <span style="color: red;">✗</span> Need H1B <span style="color: red;">✗</span>	
Rocklin, CA Relocation : <b>NO</b> Pref. State(s) : CA	Ph(C) : +1-916-768-5318 Ph(H) : +1-916-632-7427 Ph(W) : +1-916-768-5318	Cisco > 1 yrs      DNS > 5 yrs      Data Center > 4 yrs      VMWare > 3 yrs ACCESS > 4 yrs      ACTIVE DIRECTORY > 5 yrs      Desk Top > 10 yrs      Oracle > 1 yrs		
Data Center, VMWare, ACCESS, ACTIVE DIRECTORY, Desk Top, Oracle, Cisco, vSphere, Windows Server, DNS, Dreamweaver, Mainframe, Project Manager, Sharepoint, Visio, Blackberry, Business Analyst, C, DHCP, Excel				
Preferred Time to Call : Flexible - AnyTime on Cell +1-916-768-5318 Corp-Corp Info : Notes : Hello, Please consider me for the open Windows Administrator position Domain Experience : <b>HealthCare, Insurance, IT/Software, Retail</b>				

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VICTOR CAMPAGNA  
 5368 Brookfield Circle, Rocklin, CA 95677  
 (c) (h)

**Skills Summary**

IT professional with 11 years of well-rounded experience built on outstanding customer service skills, results-oriented solutions, and problem-solving in a complex environment. Have built strong working relationships with co-workers as part of a team and successfully led teams on high-priority projects. Remain on the cutting-edge of technologies through hands-on experience and technical training.

Recently achieved two certifications in virtual networking technologies: VMware Certified Professional 4.0 (2009) and Cisco Data Center Storage Networking Design Specialist (2010)

Microsoft Certified Systems Engineer 4.0 (MCSE)

Successfully led effort to modify, organize, and maintain a 4,000 sq. ft. Data Center with 300+ servers

As new lead for back-up system, implemented solutions to greatly improve a system inundated with errors

Quickly grasped new concepts and technical skills when learning VMware vSphere 4.0; migrated VMware esx 3.5 to VMware vSphere 4.0

Experience

Pacific Coast Companies, Rancho Cordova, CA  
 12/2008-12/2010

**Windows Systems Administrator**

Implemented and maintained VMware vSphere 4.0 on 8 hosts, supported 120+ virtual servers, successfully migrated from VMware 3.5 to 4.0, vMotion, storage vMotion  
 Performed backup and restore of data using CommVault, vRanger of 120+ servers

Maintained Data Domain, Exagrid and StorageTek targets to successfully store 25 terabits of nightly backups

Maintained Exchange 2007 for 1,200+ users, with Blackberry integration services and Outlook Web access

Patched 2003/2008 using Microsoft WSUS and SCCM services, monitored servers using ServersCheck and prevented downtime

Utilized IIS, DNS, DHCP, Active Directory, Group Policy Editor

Blue Shield of California, El Dorado Hills, CA  
 11/2003-12/2008

**Windows Systems Administrator, Data Center Operations**

Oversaw Blue Shield's 4,000 sq. ft. Data Center with 300+ servers; maintained infrastructure, air conditioner units, generators, and UPS systems

Managed Windows Domain user and groups with Active Directory Users and Computers in a 10,000+ user account environment

Assisted with hiring and training new staff on processes and procedures

Achieved proficiency with remote monitoring tools for servers and data center objects

Maintained and remotely monitored four satellite office server rooms

Created and maintained technical Visio drawings of the Data Center

Significantly improved response and resolution times for server issues through configuration and use of remote server tools (HP's iLo and Dell's DRAC)

Kept accurate records of the Data Center power draw to calculate cooling needs and power consumption

SharePoint Administration and maintained IT group calendars, internal documentation, and server inventory

Installed and configured multiple equipment types in the Data Center, including SUN, Brocade, HP servers, Blades and Blade Chassis, Dell servers, Cisco components, and APC Power Distribution Units  
 Effectively performed server patching with Microsoft's WSUS  
 Troubleshooter for Windows server issues for infrastructure, production, and non-production servers, running Windows Server 2000 and 2003  
 Proficient with server, Hyena, and Exchange Tools  
 Responsible for maintaining the print server environment  
 Represented Blue Shield at Blade Systems Insight Conference in 2008, a prominent event for IT server industry  
 Attended the Data Center Dynamics Conference in 2007

Senior Technical Analyst, Help Desk Services

Provided support in a 5,000+ user environment serving eight statewide locations  
 Consistently maintained the company's Service Level Agreements by diligently resolving issues in a timely manner and reducing caller wait time  
 Project manager for new software and application rollouts; coordinated with other IT groups in Blue Shield environment  
 Resolved (via phone) numerous Windows client problems daily, such as remote access, LAN connectivity, mainframe connectivity, and software and hardware issues  
 Used remote desktop tools to resolve user issues  
 Utilized CISCO SECURE and ADUC to troubleshoot remote access and domain access issues  
 Installed and configured Windows and Mainframe client applications  
 Maintained regular communications with other IT support groups to ensure good coordination and resolution  
 Created support documentation for staff to provide fast and accurate solutions to software application problems  
 Managed the internal support website, including design, improvements, and posting information

Oracle Corporation, Rocklin, CA  
11/1999-11/2003

Lead Technical Analyst, Global Helpdesk Services

Team lead of five technical analysts; won a week-long competition for handling the most issues per analyst  
 Conducted weekly one-on-one meetings with team members regarding project status and performance standards  
 Monitored phone and web queues to ensure helpdesk business goals were met  
 Wrote and delivered quarterly employee reviews  
 Consistently exceeded quarterly goals for phone and web productivity, especially during peak times  
 Participated in management meetings and led team discussions; arranged motivational exercises  
 Identified and provided written documentation for business process improvements (e.g. having language analysts take country specific web tickets first, aligning our web process with that of our phones)

Conducted phone screening interviews of prospective job candidates; served on panel for in-person interviews

Worked at Roseville Job Fair as a recruiter for Oracle

Senior Technical Analyst/Business Analyst

Developed technical training materials and conducted training sessions for helpdesk analysts on use and support of Windows 95, NT, 2000, and support tools and desktop applications; trained analysts on maintaining user accounts

System administrator for Oracle Support Services

Helped implement Oracle's customer ticketing system, consisting of TeleService, iSupport, and Knowledge Management

Assisted with process improvements for helpdesk through troubleshooting and documentation

Project manager for development and maintenance of support content

Administered and created domain user accounts and folders; resolved account issues

Served as Content Manager for helpdesk website; published content with Dreamweaver

Served as back-up for Desktop Support

Systems Proficiency

Hardware

HP servers – DL366, DL380; HP blades – c7000, BL460; Dell servers – PE2950; Dell blades – PE1855, PE1955, IBM Xseries servers

Software

Windows Server 2000, 2003, and 2008; Windows 98/2000/XP Desktop; MS PowerPoint, Excel, Access, Visio, Hyena, SharePoint; Adobe Dreamweaver; HP BladeSystem, VMware vSphere 4.0, CommVault, vRanger, ServersCheck, Microsoft DNS, Microsoft Active Directory (AD), Microsoft Exchange 2007, Group Policy management Console  
Education

B.A., Economics/Management Information Systems

California State University, Sacramento

1993

**Jobs by Category:**

Java J2EE Jobs  
DBA's Jobs  
SAP Jobs  
Siebel Jobs

Mainframe Jobs  
Oracle Apps Jobs  
People Soft Jobs  
QA / Testing Jobs

Database Developer Jobs  
Embedded System Jobs  
Business Analyst Jobs  
Project Management Jobs

Dot NET, VB, ASP, C# Jobs  
Data Warehousing / ETL Jobs  
System Admin/Network Jobs  
Unix, C, Shell Scripting Jobs

Web / Internet Jobs  
C++, VC++ Jobs  
Reporting Tools Jobs  
EAI - MiddleWare Jobs