

James Setters

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SUMMARY

IT professional with 20+ years analyzing, designing, deploying, and managing business-critical applications and systems with strong business focus and resource management capabilities and the ability to quickly learn and adapt to new technologies and configurations.

Strengths:

- Technical Support
- Customer Service and Support
- Software Deployment
- Configuration Management

PROFESSIONAL EXPERIENCE

TFP Nutrition, Nacogdoches, TX

2015-2020

Network and Systems Administrator

Administer network and computer systems and maintain maximum uptime and efficiency. Provide support and training to end-users on new software and technologies. Responsible for maintaining network and systems security as well as the building access control system. Monitor and report on user internet activity. Manage VoIP telephone system and hosted Microsoft Exchange. Provide software and hardware support to end-users promptly to ensure business continuity.

PROJECTS:

- Upgrade of Windows 2000 domain controller to Windows Server 2012 R2 and implement new policies utilizing Active Directory and Group Policy for security and best practices.
- Performed migration of local mail server to Microsoft Exchange online maintaining minimal downtime.
- Development of 3 company websites, tfpnutrition.com, starpropet.com, and lonestarseed.com.
- Implementation of network intrusion detection and intrusion prevention systems and VPN.
- Creation of Wide Area Network to allow for better communications processes between the general office and remote locations.
- Installation of Cisco Meraki wireless infrastructure at company warehouses to replace existing wireless networks.

Private Consultant

2012-2015

Provide technical support for new and existing computer systems and applications. Testing and implementation of software and operating system upgrades and new technologies. Troubleshooting and maintenance of network systems and hardware.

Brookshire Brothers LTD, Lufkin, TX

2003-2012

Applications Manager

Responsibilities included administration, installation, maintenance, and support of Windows and Unix systems and software at 85 retail locations and maintaining the security, health, and reliability of point-to-point and point-to-multipoint wireless networks company-wide. Analyzed new software to ensure business requirements were met and

developed configurations and performed quality assurance testing on new software and software updates and upgrades. Additional responsibilities included documentation of processes and procedures for training personnel.

PROJECTS:

- Adapted custom application components for changes and successfully implemented a major upgrade of the price hosting system at retail locations. Provided documentation of application changes to the training department and trained the trainers.
- Managed implementation of price hosting software at 85 locations. Created custom SQL reports allowing other departments within the company to access needed information from each location.
- Implemented Motorola Mobility Services Platform to centrally manage mobile handheld devices to maintain security and application updates and device configurations.
- Installed and configured Motorola Air Defense Services Platform wireless intrusion protection system to monitor and report on the health and security of the company-wide wireless network.
- Designed and managed implementation of centrally managed Motorola wireless network solution at 85 retail locations and 5 corporate locations utilizing DNS and DHCP to simplify remote management and streamline device staging.
- Managed vendor installation team on successful after-hours implementation of a new point of sale system and to ensure each location was ready for business on the next business day.
- Coordinated implementation with electricians and hardware installation team of a wireless point-to-point network at 75 locations to increase business productivity and data reliability.
- Managed installation of department head workstations at 75 retail locations successfully decreasing the amount of traffic in the cash office. Created custom processes and configurations of applications to ensure business requirements were met and developed training documentation and trained the training department on procedures.
- Worked with the team on the successful upgrade of the company timekeeping system and worked as a liaison between Human Resources and the software development team.
- Managed installation of new server software, system configuration, and hardware at 82 locations maintaining minimal downtime during migration.
- Responsible for the administration of computer and wireless systems at 85 retail locations and ensuring PCI-DSS and HIPAA requirements were being met.
- Developed customization for label printing software saving the company \$25,000+ in additional software license fees.

TC's PC SolutionZ, Pineland, TX

2000-2003

Systems Technician

Provided support and troubleshooting of hardware, software, and network problems to company customers.

United States Navy

1998-2000

Aviation Electronics Technician

Worked as a USM-458 technician in deceptive electronic countermeasures performing component level troubleshooting of various electronic warfare systems including radar warning, electronic support measures repeater, pulse, continuous wave, transponder, and jammer systems.

TECHNICAL SKILLS

- Platforms: Windows 2000/XP/Vista/7/8/10, Windows Server 2000/2003/2008/2012/2016, SCO UNIX, Linux Platforms, MacOS, OSX
- Databases: Microsoft SQL, Informix GL, MySQL

- Applications: Microsoft Exchange, Air Defense Services Platform, Motorola Mobility Services Platform, VMware Workstation, VMware ESXi, Microsoft Office Suite, Microsoft Dynamics NAV, Crystal Reports
- Network: LAN, WAN, 802.11a/b/g/n, Motorola CLI, Cisco CLI, Cisco routers, Cisco switches, Cisco Aironet access points, Motorola Wireless Systems

EDUCATION AND TRAINING

Southern New Hampshire University, Diploma expected 2023

Bachelors of Science Degree, Finance