

SUMMARY

Security focused IT Professional with nearly 20 years of experience in support of IT systems and application integrations. Considered to be a jack-of-all-trades due to my ability for quickly learning new technologies and problem solving. I enjoy the challenge of taking on complex projects which helps to advance myself and my teammates. I am a recent Master's in Cybersecurity graduate from The Georgia Institute of Technology, a Certified Information Privacy Professional, Certified in Cybersecurity by ISC², and am on track to earn my CISSP.

SKILLS

Application Design, Implementation, and Support
Critical Event Troubleshooting
Customer Service and Support
Multi-Platform Server Administration
Project Delivery and Management

Citrix Technology Implementation
Continuous Scripting Education
Documentation Creation and Delivery
Policy Development
Strategic Planning

PROFESSIONAL EXPERIENCE

DaVita Inc. – Denver, CO

NOVEMBER 2015 – PRESENT

Engineer – October 2021 – Present

- Project lead of new application initiatives such as Docker Integration, ScaleOut, and Outsystems
- Manage cross team collaboration efforts to facilitate architectural design requirements
- Lead for upgrading all clinical applications from Server 2008 to Server 2019
- Mentor and Quality Assurance Provider for the Central Clinical Support team
- Escalation point for all team incidents, changes, and on call activities

Senior Systems Administrator – January 2017 – October 2021

- Transferred to team that aids in administration, scripting, and automating tasks for critical clinical applications
- Implemented security upgrades including port blocking and protocol migration to more secure platforms
- Selected as architect and engineer over a new rapid access development system for application deployment to clinics
- Led projects to migrate clinical applications to newer OS and application platforms
- Mentored teammates on systems administration and best practices
- Worked with development and QA teams to assist in troubleshooting production issues from lower environments

Contract Systems Administrator – November 2015 – January 2017

- Assigned to special projects for verification of procedures and created documentation for future task migration
- Responsible for all offsite physical server builds due to their complexity and need for cross team collaboration
- Served as first contact and escalation support for virtualization, hardware, and server application related incidents
- Used previous and newly gained knowledge to streamline existing processes and update shared documentation
- Created new and modified existing PowerShell scripts to assist with automation of administration tasks
- Trained and mentored new and existing teammates on processes and responsibilities for improved support and troubleshooting

DCNC, Inc. – Managed Service Provider – Denver, CO

AUGUST 2015 – NOVEMBER 2015

Citrix Engineer

- Architected and implemented Netscaler VPX Express / XenDesktop VDI solution for 6 separate customer environments
- Documented entire process for continued delivery and support

VC3 – IT Service Provider for Commercial and Government – Columbia, SC

SEPTEMBER 2007 – APRIL 2015

Systems Engineer III – Infrastructure Team – May 2010 – April 2015

- Selected as lead engineer for implementation and support of complex, large-scale projects
- Deployed and configured Windows servers for domains, SQL, applications, web sites, and development
- Installed XenApp, XenDesktop, and Secure Gateway for multiple non-recurring revenue projects from start to finish
- Created internal and end user documentation with step-by-step processes for entire product range

- Developed, supported, and maintained fastest growing recurring revenue product using Citrix XenApp technology
- Installed, documented, and tested all relevant customer applications on Windows Server 2008 R2 for remote delivery
- Led internal move from traditional computers to mimic our Citrix product offerings across all employees
- Expanded SAN LUNs and extended virtual disk size as required
- Coordinated large scale data migrations in to our datacenter
- Performed root cause analysis for application and server issues using available logs
- Planned and implemented environment upgrades to replace obsolete technologies
- Assisted in datacenter planning by evaluating resource utilization to find optimizations
- Served as mentor and escalation point for service desk and systems engineers
- Assigned to level 3 on call escalation support
- Provided end-user support using remote troubleshooting products such as VNC, Join.Me, GoToMyPC, and session shadowing

Systems Engineer II – Support Services Team – Sept 2007 – May 2010

- Lead onsite engineer visiting customers with technical support issues in a multi-state radius
- Worked with customers to identify and proactively fix reoccurring issues
- Coordinated new rollouts of hardware, software, and peripherals
- Supported the transition from a conventional engineer to a remote platform which fit our strategic direction
- Assigned to level 1 on call support for customers with non-standard environments

The University of Southern Mississippi Foundation – Hattiesburg, MS

MAY 2006 – MAY 2007

Web Site Design & Maintenance + Computer & Network Support

The University School of Jackson – Jackson, TN

JUNE 2005 – AUGUST 2005

Windows Server 2003 Administration & Computer Support

The Star Center – Jackson, TN

AUGUST 2004 – DECEMBER 2004

Computer & Network Support

Jackson State Community College – Jackson, TN

AUGUST 2003 – DECEMBER 2004

Website Design & Computer Support Technician

EDUCATION

Georgia Institute of Technology – Atlanta, GA

Master of Science in Cybersecurity (GPA: 3.9/4.0)

The University of Southern Mississippi – Hattiesburg, MS

Bachelor of Science in Business Administration (GPA: 3.7/4.0)

Emphasis: Management Information Systems

Jackson State Community College – Jackson, TN

Associate of Applied Science in Computer Information Systems (GPA: 3.8/4.0)

Emphasis: Microcomputers/Networking

CERTIFICATIONS

Citrix - 6 certifications achieved (Citrix Certified Advanced Administrator, Sales Professional, XenApp (2), XenDesktop, XenServer)

International Association of Privacy Professionals - Certified Information Privacy Professional (CIPP/US)

ISC² - Certified in Cybersecurity

EXTERNAL ACTIVITIES

Citrix Synergy

MAY 2013

Dynatrace Perform

JANUARY 2019