

# Bryan Wenzel

## Systems Administrator

**Address** Oklahoma City, OK, 73135

**Phone** 561-846-9811

**E-mail** BryanWenzel@Gmail.com

A fast-paced, challenging Systems/Network Administrator position that leverages 25+ years in I.T. to apply creative solutions to unique problems. Fixing broken hardware, tinkering, and solving the complex intricacies of the day-to-day for users - at the end of the day, it's all about how users use technology to perform more efficiently when on the clock, and how can I make that more efficient. Some times, it's busting out the ladder and climbing into the rafters; some times, it's pulling new cable runs or ripping out existing wiring; some times, it's adjusting what is in place so that a more appropriately skilled group can take over & perform better. It's about identifying what is the best solution for a given problem / situation and resolving accordingly. It's good analysis & better decision making. The Subject Matter Expert isn't always the most popular person in the room after the cost of a resolution is brought to bear.

## Skills

- \*Rolling out & updating firewalls (SonicWall, Meraki, Watchguard, etc), VPNs, encryption & shares administration

- \*Linux - Ubuntu daily use as a workstation (I'm a big fan of Mint, but not to the engineer depth)

- \*Windows Servers 2000 & Active Directory 1.0 -> Server 2022 & AD 2.0, inc migrations across versions; some 2012; 2019 + newer in production as needs dictate in real time

- \*Exchange 2003 -> 2013 on premise; 2013/ inc live migration to Hosted 365 on Azure AD

- \*Windows workstations & gaming centers - Win 3.1/DOS up through Windows 10/11, daily use troubleshooting & break/fix

- \*Virtualization - VMWare (through 5.x), Citrix (back when that was a thing), Oracle VirtualBox (daily use) & Hyper-V

- \*Imaging solutions & patching - GhostCasting, Acronis Imaging, Windows Imaging via SCCM, VHD/VDI direct importing

# Work History

2022-12 - 2023-12

## Security & Systems Data Analyst

*INSIGHT GLOBAL*

- Analyzing existing infrastructure and preparing remediation plans for removing old kit, patching existing machines into more usable time for the users, and pushing patches & updates to all existing hardware platforms
- Updating outdated OSes to usable and current stages for production use
- Creating plans for the removal of existing and now-obsolete technologies (i.e Citrix, SQL, 7.x/8.x workstations) with current hardware & software while maintaining user function at the order fulfillment centers worldwide (Mexico, China, Pakistan, & the EU).

2022-05 - 2022-11

## PATCH MANAGEMENT ENGINEER

*CONVERGE TECHNOLOGY SOLUTIONS*

- Bringing datacenter operations and support pcs up to date; controlling software updates & OS patches for critical vulnerabilities and updating all applicable hardware to current, regardless of OS spec - contract completed.

2017-04 - 2021-11

## SYSTEMS ADMINISTRATOR

*TRADITIONS SPIRITS*

- Full network update/replacement on all server platforms
- Complete firewall & network security rebuild from ground up (Sonicwalls)
- Exchange Services Host management via Intermedia
- Configure & run Help Desk/user ticketing system as half of the IT staff for ~1000 employees
- All tech support, phone calls, levels 1 & 2 deskside work
- Lots of site travel and remote hand-on work with all configurations & facilities set up by hand.

2014-10 - 2016-06

## SYSTEMS ADMINISTRATOR

*ARRAY TECHNOLOGY*

- Active Directory upgrades 2003-2008R2/2012
- AD on premise migration to Azure AD
- Exchange 2007/2010 migration to Office 365
- Manage entire Help Desk/user ticketing system
- All tech support, phone calls, levels 1 & 2 deskside work
- Heavy use of virtualization (Hyper-V and VMWare) & hosted environment with RDP access (AWS)
- Managing trust relationships across multiple subdomains and physical locations via AD authentication.

2013-06 - 2014-07

## FIELD SUPPORT ENGINEER

*LAN INFOTECH*

- All things requiring hands-on, getting-dirty support that could not be resolved via remote connection: Hung servers, new buildouts, print feed issues, industrial

production challenges, wiring issues & changes, backup tape swaps, internal hardware failures, etc

- Heavy use of Active Directory for access control and environment management via Group Policy and various scripting languages (i.e
- ScriptLogic, Powershell, etc)
- Managed A/V suite rollouts & incident cleanups (via Symantec, McAfee)
- Extensive hands-on troubleshooting & repair of office imaging equipment (copiers, scanners, faxes, etc).

2012-08 - 2013-04

## **NETWORK ENGINEER / SYSADMIN**

*SWISS WATCH INT'L*

- Physical security for all workstations via group policy and scripting for jewelry warehouse & distribution facility
- Daily backup system management & media offsite storage (father/grandfather/child rotation) for live website
- Analog phone system maintenance & expansion
- Managed SQL storage and log file rollbacks
- All user workstation issues/Help Desk tickets, including new machine design & backward compatibility tests
- First AD 1.0 (2003) to 2.0 (2008R2) in-production migration.

2011-11 - 2012-07

## **SYSTEMS ADMINISTRATOR**

*DIGITAL INVESTMENT PARTNERS*

- Tech startup heavily leveraged in service/application hosting and end-user support; laid off all employees when the service contract work was unable to meet cash flow monthly goals & closed
- Heavy comparison & use of Citrix Xen & Hyper-V in production environments
- Active Directory management & small office security, LAN design
- Firewall/router configuration for a shoestring budget & tiny user base.

2007-09 - 2011-10

## **SYSTEMS ADMINISTRATOR**

*BECKER & POLIAKOFF, P.A.*

- Part of a dozen-member team, I worked to fully support in-house hardware, software, and helpdesk procedures for over a thousand workstations, a hundred servers, and branch offices on three continents
- 150+ separate applications deployed into the environment of an international civil and criminal law firm with over 400 attorneys Branch office locations in 3 states, and 20+ buildings
- Migration from AD 1.0 (Win2k/2003) to 2008R2 and the 'new' Office layouts....Office 2007 and the ribbon foisted upon paralegals and secretaries all over the world
- Analog PBX work (down to cross connecting at 66 blocks) & Asterisk up through digital hosted PBXs
- In-house Exchange management with extensive AD & plugin testing for Outlook clients via Desktop Authority
- In-depth printer repair and configuration changes for a multinational law firm: daily repair, maintenance, and upkeep in a high availability environment (with a zero-downtime requirement where every page is literally money).

2004-07 - 2007-09

## **NETWORK ADMINISTRATOR**

*MEDVANCE INSTITUTE*

- Promoted from level 1 phone support to Network Admin in under 8 months
- Full rollout of AD 1.0 (Win2k from NT 4) across entire school system
- Up to 16 campuses in 7 states - alone - All trouble ticket & Help Desk/tech support call resolution responsibility
- All workstations, labs, student classrooms, and Corp Office from 9x to 2000
- Sole IT employee (save Director) in entire enterprise
- Heavy emphasis on data replication, DR, and proper shared access with security across multiple physical locations
- HIPPA and Hurricanes, power outages, multiple network reconfigurations on the fly
- Also structural power systems, HVAC, security systems, and physical security concerns.

1999-11 - 2003-10

## **QUALITY ASSURANCE / LEVEL 3 TECH SUPPORT**

*COMMAND SOFTWARE SYSTEMS*

- Lead Win2K QA for an anti-virus software company - workstation and server builds
- Tech support for all Windows-based operating systems and hardware/software configurations back to 9x and Me
- Closed beta of 2K and what would become Active Directory & all workstation interactions
- 2 years lead Netware server QA (3.x, 4.x and 5.x + Groupware)
- Made CNN during ILoveYou, Anna Kournikova, Melissa, Nimda, Code Red, etc

## **Additional Information**

Further detailed information and full references are available upon request.