

# Bryan Wenzel

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## Technical & Production Skills

### OPERATING SYSTEMS | SERVER & WORKSTATION

- Windows 3.11/DOS 3.3 -> Current (NT/2Kworkstation base and 9x/XP/Me base, plus unified 7.x & newer)
- Windows Servers 2000 & Active Directory 1.0 -> Server 2012R2 & AD 2.0, inc migrations across versions
- Exchange 2003 -> 2010 on premise; 2013/ inc live migration to Hosted 365 on Azure AD
- SQL server 2005 -> 2008R2, some 2012

### APPLICATION SUITES | NOTEWORTHY TECHNOLOGY TYPES

- Extensive Hyper-V work hosting multiple production servers, inc multiple hosts running the shared Hyper-V environment, also VMware (ver 3.x, 4.x) (also VSphere 5) and Citrix Xen (5.x)
- Office 2000 -> 2016, inc live migration to Hosted 365 enterprise wide
- All Adobe products inc license management and version control
- Systematic management of antivirus and overall security of the network- software suites (Symantec, McAfee, etc), hardware appliances (Ironport mail scanners, Pfsense & Untangle firewalls/IDS units, etc)
- Update and patch management for the enterprise: internally via Group Policy, newer versions of SCCM, and external products like ControlNow/LogicNow
- Management, deployment, and testing of all backup solutions for all platforms, inc full DR and High Availability for mission critical & zero downtime services
- Hands on phone system programming and maintenance: analog Asterisk PBX boxen -> hosted web-based VOIP configuration & full support for desktop IP phone management (Avaya, Cisco, etc)
- All network configuration, construction, maintenance and troubleshooting: Pulling cable and terminating individual drop at the deskside -> configuring ACL on the Cisco firewalls, programming NAT and dealing with DNS & DHCP, WINS
- Experienced imaging hardware support: troubleshoot, configure and repair of all manner of office hardware-> copiers, scanners, fax machines, printers, high capacity and zero downtime support included
- Multiple hardware storage solutions: iSCSI attached storage, various RAID configurations and maintenance responsibilities, fiber channel SAN configuration and daily maintenance (Synology, Compellent, EMC)
- Various firewall configuration & network management from the inside -> Cisco, Watchguard, Checkpoint, etc
- Work with both BES (Blackberry Enterprise Server) and modern BYOD configurations, iPhones & Androids alike
- Low voltage cabling, phone lines, electrical work and power loads
- Imaging solutions for both single systems and mass hardware migrations (Acronis, Ghostcasting, Clonezilla, etc)
- Expert level virus cleaning & system recovery work (prior Antivirus QA experience)
- Scripting & login management at scale (Desktop Authority, ScriptLogic, Powershell, etc)
- Extensive hardware support of rack-based analog & IP switched phone system hardware, from 3Com & US Robotics, Nortel and others

## Experience

### **SYSTEMS ADMINISTRATOR | TOTAL ENVIRONMENTAL via ADDISON GROUP | 10/16 – 11/16**

- Active Directory upgrades 2008R2 to/2016
- AD on premise migration to Azure AD
- Office 365 management, implementation of hosted Exchange
- Run Help Desk/user ticketing system (Spiceworks)
- Assist tracking & management of assigned cell devices for field teams
- Planning & implementation of virtualization for existing file servers
- Managing access control & physical security points for all Company facilities (100+ buildings)

### **SPECIAL PROJECTS-SERVER TEAM | OMES (OKLAHOMA) via TEK SYSTEMS | 09/16 – 10/16**

- Crawl all State of Oklahoma network segments (all municipalities as well) to hunt down Server 2003 boxes
- Investigate and document all segments exhaustively, remotely
- Initiate obsolescence / update /replace plan as warranted by division/municipality
- Manage entire replace /update path, including patching on a box-to-box level with full documentation
- All tech support, phone calls, levels 1 & 2 deskside work including rollouts/upgrades of Polycom & Avaya VOIP phones
- Use of virtualization when possible to PtoV the machine – cost savings, management ease, etc
- Follow specific OMES (Office of Management & Enterprise Services, executive branch – State of Oklahoma) procedures for signing off on, and performing the sundown of, any & all 2003 machines

### **SYSTEMS ADMINISTRATOR | ARRAY TECHNOLOGY | 10/14 – 06/16**

- 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 including rollouts/upgrades of Polycom & Avaya VOIP phones
- 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

### **FIELD SUPPORT ENGINEER | LAN INFOTECH | 06/2013 – 07/2014**

- 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)
- Mitel VOIP phones and controller programming
- Extensive hands-on troubleshooting & repair of office imaging equipment (copiers, scanners, faxes, etc)

### **NETWORK ENGINEER / SYSADMIN | SWISS WATCH INT'L | 08/2012 – 04/2013**

- 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
- Avaya desktop IP phones & Cisco softphone programming
- 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

### **SYSTEMS ADMINISTRATOR | DIGITAL INVESTMENT PARTNERS | 11/2011 – 07/2012**

- Tech startup company 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

### **SYSTEMS ADMINISTRATOR | BECKER & POLIAKOFF, P.A. | 09/2007 – 10/2011**

- 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)

### **NETWORK ADMINISTRATOR | MEDVANCE INSTITUTE | 07/2004 – 09/2007**

- 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 – handled all telephony infrastructure – Mostly 3Com and Avaya hardware & phones, early IP PBX front-ends (Asterisk, Elastix, some 3CX)
- 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

### **QUALITY ASSURANCE / LEVEL 3 TECH SUPPORT | COMMAND SOFTWARE SYSTEMS | 11/1999 – 10/2003**

- 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!

### **SATELLITE & HARDWARE INSTALLATION TECH | AUTOMATION CONSULTING TEAM | 03/1999 – 09/1999**

- Installed satellite uplinks, new servers, new printers, new PA & in-store Musak systems, and new wiring & peripherals at all Rite-Aid pharmacies
- Travelled entire eastern seaboard: Maine to South Carolina, west to the Ohio Valley
- Re-wrote and scripted entire server upgrade procedure (~5 hours estimated) to 1 hard drive, 2 floppy disks and a reboot; reduced entire teams' installation time from 2 locations per day per person, to 2 hours per person per location · Finished 1 year contract in 5 months & change

**IT SUPPORT | TEK SYSTEMS | 10/1998 - 02/1999**

- Sole IT employee on site overnights at the Weyerhaeuser Door Division Factory
- 200+ node industrial production facility mixing NT 3.51, NT 4, Novell 3.x servers & 9x workstations
- Build, configure, bench-test all new laptops, desktops & printers
- Run all Help Desk tickets on the PM shift from the day prior
- Perform cleaning, maintenance, and hardware swap-outs as needed mill wide on all production machines

Further detailed information and full references are available upon request.