Bryan Wenzel
Systems Administrator
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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. Its about identifying what is the best solution for a given problem / situation and resolving accordingly. Its 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 â€" 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 & DATA SYSTEMS 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-Updating outdated OSes to usable and current stages for production use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). Contract completed

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 1000 workstations,
100 servers, and branch offices on 3 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 the 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
-Heavy emphasis on data replication, DR, and proper shared access with
security across multiple physical locations
-HIPPA, hurricanes, power outages, multiple network reconfigurations on
the fly
-Also structural power systems, HVAC, security systems, and physical
security concerns

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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)

Further detailed information and full references are available upon
request.
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