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-Updating outdated OSes to usable and current stages for production use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

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.