Ed **Sarney**

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Professional Accomplishments

Throughout the course of my career there have been several moments that stick out to me as major accomplishments. As an IT Support Specialist at Aurico we were struck by a string of ransomware. I was able to determine the source and mitigate spreading in less than 4 minutes, saving valuable information. While still at Aurico as a Server Administrator I was part of a team that migrated an entire domain, including AD, Office 365, file shares, and setting up/managing imaging stations for all users. As an Infrastructure Engineer, I was tasked with upgrading an entire VDI environment of 33 ESXI hosts and a windows vCenter box to VMware 6.5 without interruption to the environment. I accomplished this in roughly 35 days with zero downtime during the entire migration. As a Lead Systems Engineer at Eddie Bauer, I was tasked with coordinating an effort revolving around a data center shutdown, where I was solely responsible for scheduling and planning system outages. I then had to determine server inter dependencies between hosted applications and services then prioritize systems to be shut down and powered back up. This effort was completed successfully.

Qualifications

- Configure and Manage Azure Active Directory
- Install and configure vCenter Operations Manager
- Configure, Manage, Upgrade ESXi hosts
- Deployment of corporate AV and security policies

- Creating Software/OS Deployments
- Managing a Virtual Desktop Infrastructure
- Automating uninstallation scripts to deploy globally
- Managing Active Directory and Group Policy under multiple domains

Experience

Senior Solutions Engineer   10/2021 to Present
Sentinel Technologies   Downers Grove, IL

- Provide expert technical support and present solutions to the sales and business teams
- Interact with clients to execute the technical aspects of the sales strategy to develop and build relationships
- Provide Infrastructure services in all areas needed: storage networking, Operating System, network security, directory services, server virtualization using system backup and restore, system and network monitoring, application installation and configuration
- Standard system administration duties including server install, System/Application install and patch management, Windows problem determination and resolution, log analysis, etc.
- Interface with third party vendors as liaison between client and vendor
- Provide oversight on administering Microsoft Azure and Microsoft 365
- Assist in development of ITIL best practices

Solutions Engineer III   01/2020 to 10/2021
Sentinel Technologies   Downers Grove, IL

- Provide engineering solution support for information technology services.
- Independently and at senior engineering staff direction participate fully in the presale's lifecycle. This includes support of existing and new clients for information availability services (Continuity).
- Participate in development and delivery of technical presentations of company's service offerings to existing customers.
- Gather technical information on the customer's IT environment. This includes, but is not limited to, Data Center Operations, Systems, Networking Infrastructure, Backup processes, applications, user access and business unit interdependencies.
- Engage customers to extract critical technical and business drivers that may align with company deliverables.
- Maintain familiarity and adherence to all company methods and procedures.
- Consistently manage all Support Requests to a timely and successful completion.

Senior Datacenter Engineer   **11/2018 to Present**
Sentinel Technologies   **Downers Grove, IL**

- Take ownership of customer incidents by providing onsite, telephone, and email support to Sentinel clients.
- Troubleshooting and resolving various technical issues related to computer hardware and software problems.
- Configuring and troubleshooting issues related to the following technologies: Windows Server, Exchange Server, Active Directory, Firewalls, VPNs, DNS, DHCP, VMware, Office 365 and other leading Cloud Solutions.
- Collaborating with a great team to identify solutions to customer support requests and escalating to more senior team members or external resources as needed.
- Learning a ton, being faced with new challenges every day, and gaining exposure to all of the most cutting-edge technologies.
- Local travel to client sites to provide scheduled IT systems and network maintenance, address outstanding concerns, and aid with project implementations and consulting when appropriate
- Interact with clients and communicate with management
- Provide some on-call/after-hours work when necessary
- Coordinate, Manage, Validate, and implement projects for customers such as Antivirus deployment, Server Migrations, ESXI upgrades, VMware upgrades, and Webserver deployment.

Lead Systems Engineer   **04/2018 to 11/2018**
Eddie Bauer   **Westmont, IL**

- Administer, Manager, and Configure VMware 6.0 environment
- Responsible for maintaining Citrix XenApp 7.14 farm
- Provide assistance with managing Office365 instance
- Provide tier 4 escalation point for technical support requests from the service desk
- Lead, mentor, and guide 2 junior engineers below me
- ensure the stability, integrity, and efficient operation of the in- house information systems that support core organizational functions
- Provided subject matter expertise in project management and business process improvement
- Integrated systems engineering process improvements that ensured timely distribution of contract deliverables

Infrastructure Engineer   **12/2016 to 4/2018**
CareerBuilder   **Chicago, IL**

- Ensure sound delivery of technical services for new and existing users
- Support hosted environment that delivers services to thousands of users across the globe
- Provide a mixture of preventative support as well as integration activity around Windows Server environment, Citrix Xen App, VMware, Hyper-V and more.
- Deliver important patches and updates within the environment
- Manage VDI templates to automation the creation of new virtual computers
- Deploy software through SCCM to global users
- Manage Group Policies and Active Directory users and groups

Server Administrator   **10/2016 to 03/2017**
Aurico   **Itasca, IL**

- Manage and monitor all installed systems and infrastructure
- Install, configure, test and maintain operating systems, application software and system management tools
- Monitor and test application performance for potential bottlenecks, identify possible solutions, and work with developers to implement those fixes
- Maintain security, backup, and redundancy strategies
- Increase system efficiency and lower the human intervention time on any tasks
- Participate in the design of information and operational support systems
- Liaise with vendors and other IT personnel for problem resolution

IT Support Specialist   03/2014 to 10/2016
Aurico   Arlington Heights, IL

- Evaluate system potential by testing compatibility of new programs with existing programs.
- Evaluate expansions or enhancements by studying work load and capacity of computer system.
- Achieve computer system objectives by gathering pertinent data; identifying and evaluating options; recommending a course of action
- Place software into production by loading software into computer; entering necessary commands.
- Place hardware into production by establishing connections; entering necessary commands.
- Maximizes use of hardware and software by training users; interpreting instructions; answering questions.
- Maintains system capability by testing computer components.
- Prepares reference for users by writing operating instructions.

Training/Certifications

Global Knowledge	Cylance
VMware Certified Professional 6.5 Training	Cylance Certified Security Professional
Schaumburg, Illinois	Chicago, Illinois