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 accounts, Office 365 accounts, 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. In my most recent role, as a 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

- Upgrade and migrating VMware vSphere ESXi environments

- Installing and configuring vCenter Operations Manager

- Configure, Manage, Upgrade ESXi hosts

- Creating Software Deployments

- Managing a Virtual Desktop Infrastructure

- Automating uninstallation scripts to deploy globally

- Managing Active Directory and Group Policy under multiple domains

Experience

Systems Engineer   04\2018 to Current
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
Aurico

10\2016 to 03\2017
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
Aurico

03\2014 to 10\2016
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.

Windows 7 Deployment Technician
Exelon

01\2014 to 06\2014
Chicago, IL

- Installation, configuration and maintenance of PCs, laptops, tablets and printers; troubleshooting analysis of workstations and associated systems; PC imaging; post-configuration; naming computer and adding to Domain; adding peripherals; data and user-state migration;
- Assure newly installed equipment is fully operational and environment is clean;
- Assure end-user satisfaction and approval and obtain end-user sign-off once the machine is completed;
- Interface with high-level customers at their mid-manager level throughout the deployment process;
- Troubleshoot technical and customer service-related issues with diplomacy and professionalism;
- Provide outstanding customer service to clients while communicating any remaining issues to project team.
- Interact with customers and with a positive attitude, present our client's and its services, solutions and products.

Education

Global Knowledge
VMware Certified Professional 6.5 Training
Schaumburg, Illinois

University of Phoenix
Courses in Information Systems Security, Information Management and Advanced Networking
Chicago, Illinois

Lewis University
Courses towards a double Major in Aviation Maintenance/Computer Engineering
Romeoville, Illinois