

# Robert Carnell

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## PROFILE SUMMARY

Highly experienced IT support professional with nearly 30 years in the field, including 17 years with a single employer and recent experience as a NOC Engineer for a Managed Service Provider. Expertise spans back-office IT support, IT infrastructure, operations, and intra-office services. Proven track record in customer service, leading teams, and driving results through effective goal setting and implementation. Strong analytical skills, with advanced project management, communication, and presentation capabilities. Certified Google Cybersecurity Professional, Certified in Azure Fundamentals, Liongard Administration, and over 100 ConnectWise course certificates. Adept at delivering reliable, efficient IT solutions in fast-paced environments.

## KEY QUALIFICATIONS

- Extensive experience in IT infrastructure management and operations
- Proficient in NOC operations, monitoring, and troubleshooting
- Expertise in back-office IT support and intra-office services
- Excellence in documentation, Knowledge Management and technical writing
- Strong leadership skills with experience managing and mentoring teams
- Advanced project management and organizational skills
- Expertise in IT troubleshooting, system administration, and network support
- Deep understanding of IT best practices, security, and compliance
- Ability to manage multiple tasks and priorities in fast-paced environments
- Skilled in system configuration, updates, and software deployments
- Experience with backup solutions, disaster recovery, and business continuity planning

## SKILLS HIGHLIGHTS

- |                                 |                              |                                    |
|---------------------------------|------------------------------|------------------------------------|
| ▪ IT infrastructure management  | ▪ Project management         | ▪ IT training and documentation    |
| ▪ NOC operations and monitoring | ▪ Technical problem solving  | ▪ System upgrades and patches      |
| ▪ System administration         | ▪ Data backup and recovery   | ▪ VPN and firewall management      |
| ▪ Network troubleshooting       | ▪ Disaster recovery planning | ▪ Time management and multitasking |
| ▪ Cloud services (Azure)        | ▪ Remote IT support          | ▪ Process optimization             |
| ▪ Customer service excellence   | ▪ IT security and compliance | ▪ Incident response                |
| ▪ Network configuration         | ▪ Software deployment        | ▪ Database management              |
| ▪ Remote monitoring tools       | ▪ Hardware troubleshooting   | ▪ Active Directory administration  |

## PROFESSIONAL EXPERIENCES

### Kyocera Document Solutions – MSP

*Jan 2021 – Jan 2024*

#### *NOC Infrastructure Engineer*

- Managed and maintained NOC ticketing systems using ConnectWise Manage, ensuring accurate triage, assignment, and tracking of tickets to engineers.
- Created and maintained a knowledge base and documentation structure in IT-Glue, including over 500 documents through video interviews with engineers and ticket work.
- Performed first-level triage for incoming tickets, ensuring issues were properly assessed and routed to the appropriate engineers for resolution.
- Administered site inventory processes, including managing and decommissioning devices across various platforms (CW Manage, CW Connect, CW Automate, Liongard, Webroot).
- Led the monitoring and remediation of offline alerts, managing incident response to restore services as quickly as possible.
- Worked with Datto BCDR, Barracuda, Cove, and ArcServe Shadow Protect to ensure backup solutions were functioning correctly.

- Provided support for Azure-based services and acquired certification in Azure Fundamentals.
- Monitored and resolved server and computer disk space issues, acting as the first escalation point for helpdesk support.

### **Lead Project Administrator Provisioning**

**Mar 2021 – Jan 2021**

#### **Contractor – MergelT/Dell/Citigroup**

- Led a team of 5 members in managing pre-stage provisioning for EMC IMT migration, overseeing the migration of 10,000+ VDMs from the legacy EMC VNX environment to the new EMC Unity storage.
- Collaborated with Dell and Citigroup to identify VDMs for migration, ensuring all relevant information was accurately captured in tracking spreadsheets.
- Managed the reservation of IP addresses, created load balancing requests, and coordinated VPN setup for seamless migration. Worked closely with internal teams to ensure alignment between provisioning tasks and the overall project timeline.

### **Sr. Systems Administrator (Sever and Storage)**

**Aug 2013 - Mar 2020**

#### **Kellog Brown and Root - Houston, TX**

- Managed day-to-day operations of all technologies within the company's infrastructure portfolio, ensuring optimal performance and uptime.
- Administered the NetApp SAN environment, including implementation, daily management, and remote site management of CDOT 8.2.1 through 9.5.4, utilizing FAS/AFF/E-Series/StorageGrid/SolidFire all-flash arrays.
- Managed Oracle Linux RAC administration for 150 database servers, ensuring system reliability and efficient operations.
- Administered Veeam 9.5 to replace SnapManage and replication products, providing Oracle RAC backup solutions.

### **Messaging Administrator/Server Team Administrator/Storage Administrator**

**Apr 2008 - Aug 2013**

#### **Kellog Brown and Root - Houston, TX**

- Messaging Administrator for North American Region. Managed Exchange 2003 environment for 20,000 plus mailboxes. Escalation point for all Outlook client issues. Led Migration and consolidation projects successfully.
- Managed EMC SAN, Fiber Channel, and backup environments, working with CX 4-960, CX-380 SANs, and smaller NAS and SAN appliances such as Dell MD3000/1200, CX5, and Compellent, as well as F5 ARX, Celleria, Brocade FC switches, and ADIC tape libraries.
- Migrated BES domains, consolidating 6 separate domains into one global domain and moved large BES databases to Enterprise SQL from local MSDE, upgrading all systems to BES 5.0.
- Collaborated with Service Desk, Desktop Support, Voice, Security, and Global Exchange Admin teams to manage responsibility for IT entities and ensure a smooth global operation.

### **Team Lead Operations Service Desk**

**Apr 2006 - Apr 2008**

#### **Kellog Brown and Root - Houston, TX**

- Supervised and hired a team of 5 support technicians, ensuring optimal performance and timely issue resolution for the service desk.
- Managed operational reporting for the Service Desk, tracking performance metrics, service levels, and incident resolutions.
- Collaborated with global network, application, and server teams to design, refine, and maintain policies, processes, and procedures for efficient issue resolution within a 30K user and 8K device infrastructure.
- Administered Microsoft Operations Manager (MOM) and SolarWinds Orion monitoring tools, ensuring continuous monitoring of network and system performance.

### **Operations Service Desk**

**Jun 2005 - Apr 2006**

#### **Kellog Brown and Root - Houston, TX**

- Monitored and triaged network and server issues for a global company, ensuring timely identification and resolution of critical alerts.
- Provided Level 1 troubleshooting and technical support for all devices and applications being monitored, serving as the first line of defense for network and server-related problems.
- Acted as a liaison between various business units, communicating the status of issues and coordinating efforts to resolve network and server-related problems.

## **Sr. Systems Administrator**

*May 2003 - Jun 2005*

### ***Simmons & Company Intl - Houston, TX***

- Successfully managed IT infrastructure for a 120-user company, ensuring high availability and minimal downtime.
- Led the deployment and implementation of over 50 IT projects, including server upgrades and application integrations, with no major disruptions.
- Administered every aspect of internal IT, Domain, package creation and delivery, Network, DNS/DHCP, helpdesk, all applications and phones, Exchange 2000, monitoring and logging, security, all SEC Audit items. Much more.

## **Site Manager (Remote Infrastructure Group)**

*Nov 2002 - May 2003*

### ***Enron Net Works (Zero Chaos) - Houston, TX***

- Managed and administered 49 remote sites, ranging from 2 to 200 users per site, providing comprehensive IT services and support across all locations.
- Led project management efforts for any IT changes or upgrades at remote sites, coordinating with other teams to ensure smooth implementations.
- Architected and set up new sites, including office relocations, ensuring a seamless transition and set up for all IT systems.

## **Sr. Systems Engineer (Desktop Support)**

*Mar 2002 - Nov 2002*

### ***Simmons & Company Intl - Houston, TX***

- Provided desktop support for traders, administrators, analysts, and executives, ensuring seamless IT services for high-priority staff across the organization.
- Led the migration process from Windows NT 4.0 to Windows XP, managing the transition for end users and ensuring minimal disruptions to daily operations.
- Supported Dell hardware and Outlook configurations, ensuring that all systems were fully functional and tailored to user needs.
- Troubleshoot and resolved desktop issues related to software, hardware, and network connectivity, maintaining operational efficiency for the team.

## **Sr. System Specialist (Desktop Architecture)**

*Jul 2001 - Dec 2001*

### ***Enron Net Works - Houston, TX***

- Became the first individual to transition directly from the desktop group to the Architecture team, earning recognition for strong political acumen and thorough business practices.
- Managed the standard desktop image for a network of over 12,000 workstations, ensuring consistency, performance, and reliability across the organization.
- Utilized Sysprep, Powerquest Drive Image Pro 4 and 5, batch scripts, and .vbs scripts to manage and update a Windows 2000 image that included core software programs, ensuring it fit onto a single CD while maintaining global standards.

## **Knowledge Manager (Customer and Business Services)**

*Feb 2000 - Jun 2001*

### ***Enron Net Works - Houston, TX***

- Led the implementation of Knowledge Management (KM) and process assessment efforts to restructure and consolidate corporate IT staff, improving efficiency and resource leverage.
- Worked directly with the Senior Director to coordinate tools, databases, systems, procedures, and collaborative efforts to enhance internal communication and knowledge sharing across teams.
- Developed and managed a Knowledgebase for a 200-person IT support staff, ensuring critical and legacy information was captured and made readily accessible.
- Developed Flash 5 introductions for specific areas of information, enhancing the accessibility and presentation of knowledge.

## **Helpdesk Supervisor (Helpdesk Supervisor / Hardware Manager)**

*Aug 1998 - Aug 1999*

### ***Enron International - Houston, TX***

- Built and managed a new hardware department, overseeing procurement, standardization, and deployment processes for an international user base.
- Hired and managed a team of 7 employees, ensuring proper staffing, training, and performance.
- Developed and implemented business practices, policies, procedures, and Service Level Agreements (SLAs) for hardware requests, procurement, and deployment.

- Provided technical support for connectivity using RAS, Nortel, and Windows 2000 Native VPN technologies, ensuring seamless access for remote users.

### **Team Lead Helpdesk Supervisor**

*Sep 1997 - Aug 1998*

#### *Enron International - Houston, TX*

- Led a team of Desktop Support Technicians providing dedicated support to the Trader and Executive floors.
- Managed customer service and technical support for high-priority users, ensuring quick resolution of critical issues.
- Set up, configured, troubleshooted, and followed up on all computer-related issues, ensuring minimal downtime for the team.
- Managed and resolved all group escalated technical issues, ensuring prompt and effective solutions.
- Coordinated resources and troubleshooting efforts to address unresolved technical problems for a team of six technicians.
- Developed and implemented standard procedures for PDA use, with responsibility for Palm PDA support and troubleshooting.
- Improved the backup process, reducing recovery time by 20% through the efficient use of Veritas Backup Exec 10 and adhering to SEC and NASDAQ compliance standards.

### **Contractor NT Rollout**

*Mar 1997 - Aug 1997*

#### *Enron Capital & Trade - Houston, TX*

- Managed the migration of hardware and software from a Windows 3.11/Novell-Token Ring network to Windows NT 4.0 Workstation with Ethernet network, ensuring a smooth transition to the new system.
- Identified and upgraded hardware as needed, including RAM and hard drives, to meet the requirements for the new network standards.
- Led deployment, break/fix support, and installation of peripherals for the hardware department, ensuring all devices were functional and properly integrated into the network.
- Coordinated and executed the NT migration project, completing it 6 months ahead of schedule.

### **Computer Sales Associate**

*Apr 1995 – 1997*

#### *MicroCenter - Houston, TX*

- Started career as a Computer Book Salesman, quickly advancing to the Computer Sales Associate role within a year, demonstrating exceptional product knowledge and sales abilities.
- Represented the company at four new store grand openings, teaching and consulting new associates on daily tasks and sales strategies.
- Developed strong customer relationship management skills, ensuring high levels of customer satisfaction and repeat business.
- Excelled in promoting and selling a wide range of computer hardware, software, and accessories, providing expert recommendations based on customer needs.

## **EDUCATION**

**Some College in Science | August 1992**

*Sam Houston State University – Huntsville, TX*

## **REFERENCES**

Available upon request.