Robert Carnell

Dallas, TX 75243 | (214)288-0090 | bob.carnell@gmail.com / rwc@bobcarnell.com | bobcarnell.com

PROFILE SUMMARY

Experienced IT support professional with a strong background as a NOC Engineer at a Managed Service Provider. Skilled in IT infrastructure, operations, and customer service, with certifications in Google Cybersecurity and Azure Fundamentals. Proven ability to lead teams and deliver efficient IT solutions in fast-paced environments. Eager to leverage expertise in IT support to enhance operational efficiency and customer satisfaction.

KEY QUALIFICATIONS

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

PROFESSIONAL EXPERIENCES

Kyocera Document Solutions – MSP   **Jan 2021 - Jan 2025**
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.
- Ensured backup solutions were functioning correctly using Datto BCDR, Barracuda, Cove, and ArcServe Shadow Protect, improving data recovery reliability
- Provided support for Azure-based services and acquired certification in Azure Fundamentals, enhancing service efficiency and expertise
- Monitored and resolved server and computer disk space issues, acting as the first escalation point for helpdesk support.

MergeIT/Dell/Citigroup   **Mar 2021 - Jan 2022**
Lead Project Administrator Provisioning

- 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.

Kellog Brown and Root   **Aug 2013 - Mar 2020**
Sr. Systems Administrator (Sever and Storage)   *Houston, TX*

- Managed day-to-day operations of all technologies within the company's infrastructure portfolio, ensuring optimal performance and uptime.
- Heavy EXS VMWare and Hyper-V administration.
- 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.

Kellog Brown and Root   **Apr 2008 - Aug 2013**
Messaging Administrator/Server Team Administrator/Storage Administrator   *Houston, TX*

- Messaging Administrator for North American Region. Managed Exchange 2003 enviorment 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, Cellera, 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.

Kellog Brown and Root   Apr 2006 - Apr 2008
Team Lead Operations Service Desk   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.

Kellog Brown and Root   Jun 2005 - Apr 2006
Operations Service Desk   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.

Simmons & Company Intl   May 2003 - Jun 2005
Sr. Systems Administrator   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.

Enron Net Works (Zero Chaos)   Nov 2002 - May 2003
Site Manager (Remote Infrastructure Group)   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.

Simmons & Company Intl   Mar 2002 - Nov 2002
Sr. Systems Engineer (Desktop Support)   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.
- Troubleshot and resolved desktop issues related to software, hardware, and network connectivity, maintaining operational efficiency for the team.

Enron Net Works   Jul 2001 - Dec 2001
Sr. System Specialist (Desktop Architecture)   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.

Enron Net Works   Feb 2000 - Jun 2001
Knowledge Manager (Customer and Business Services)   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.

Enron International   Aug 1998 - Aug 1999
Helpdesk Supervisor (Helpdesk Supervisor / Hardware Manager)   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.

Education and Certifications

- Sam Houston State University 1991-1993 (some college)
- Plum Sr. HS – HS Diplome
- Google Certified Cybersecurity Professional
- Azure Fundamentals 900