
ANDY CRILE

SYSTEMS ENGINEER

Systems engineer specializing in Microsoft messaging systems. Experience with desktop/end user support as well as large, multi-tenant, messaging systems in an enterprise class 24/7 datacenter environment. Proficient in an assortment of technologies including Microsoft Exchange, Lync, SQL, SCOM, IIS, Windows Server and VMWare. **Engineering and administration skills include:**

- Windows Clustering and Failover
- Network Load Balancing
- Disaster Recovery and Backup Processes
- Software Deployment
- VMWare Infrastructure Design and Maintenance
- OCS 2007 / Lync System Architecture, Implementation and Maintenance
- Windows Deployment
- Group Policy Creation and Management
- Active Directory Design
- MS SQL Server Administration
- Exchange Server Setup and Management
- Systems Monitoring, Alerting, and Remediation
- Blackberry Enterprise Server

EXPERIENCE

IT SYSTEMS ADMINISTRATOR @ UNIVERSITY OF SOUTHERN CALIFORNIA 11/2010 – PRESENT

Responsible for systems administration and support for the Office of the Provost. With a university wide plan to go 100% paperless within the next year, the Provost's office is upgrading its systems to meet demand for uptime, scalability, redundancy, and manageability.

Key projects:

- Upgraded and expanded current ESX system to a clustered ESXi 4.1 infrastructure.
- Installed new NetApp FAS2020 and FAS2040 SANs and also Dell MD3200i SANs
- Upgraded existing switching infrastructure to stackable switches for redundancy.
- Planned, designed, and built disaster recovery strategy and site using SAN replication and VMWare SRM.
- Planned and implemented global backup and replication strategy for all Provost systems using CommVault Simpana 9.
- Setup system monitoring and provisioning systems using Microsoft System Center Operations Manager and System Center Configuration Manager.
- Deployed multiple Laserfiche Rio installations and integrated with LincWare's LincDoc e-form application.

IT SUPPORT ANALYST @ WESLEYLIFE 11/2009 – 8/2010

Acted as tier 1 through 3 support and as an unofficial systems engineer in a team of three. Lead GroupWise to Exchange 2010 migration project. Responsible for design and installation of new VMWare HA cluster and HP SAN environment. Assisted in cleanup and update of HP, Cisco based core network infrastructure.

Key projects:

- Upgraded backbone links from each of the 10 remote sites from frame relay to MPLS and implemented QOS for newly installed ShoreTel VOIP system.
- Managed all aspects of GroupWise 7 to Exchange 2010 migration including software testing, creating of deployment scripts (VBScript and PowerShell), documentation, and training.
- Planned and installed SAN attached VMWare vSphere 4 HA cluster with VMotion for critical LOB applications and virtualization of applicable existing systems.
- Installed new HP MSA series SAN and HBA's in new and existing server infrastructure.
- Responsible for coordinating and planning upgrade of datacenter power, HVAC, and UPS infrastructure using APC UPS's, managed PDU's, and racks.
- Defined companywide infrastructure refresh plan including printers, desktops, laptops, switches, servers, and routers aligning with the company's plan to move to Server 2008 and Windows 7.
- Upgraded Active Directory infrastructure from 2000 functional level to 2003 and installed new Server 2008 R2 servers into the domain to support new systems.
- Utilized Group Policy and VBScripts to facilitate a deployment of Office 2007 and upgrade from Office XP.
- Developed and administered training for non-technical end users on new software packages.
- Created support plan and installed helpdesk ticketing software. Integrated ticketing software with Sharepoint environment.

SYSTEMS ENGINEER @ LIGHTEDGE SOLUTIONS

11/2007-8/2010

Part of a three person team which architected, designed and installed a hosted, highly available, multi-tenant, Exchange 2007 and OCS 2007 infrastructure that integrated with a Broadworks VOIP PBX utilizing Microsoft HMC 4.5 in an enterprise class datacenter environment. Was also responsible for tier 3 customer support for entire hosted platform, IIS, SQL, and Windows server. Acted as internal network administrator for LightEdge staff.

Key projects:

- Lead engineer in development, implementation, and maintenance of Hosted Office Communications Server 2007 platform designed to scale beyond 50,000 users over multiple markets.
- Integrated BlackBerry Enterprise Server 4.1 system with both corporate and hosted platforms. Worked closely with RIM and Microsoft in defining least-privilege security practices for this undocumented configuration of BES.
- Co-engineer in development, implementation and maintenance of hosted Exchange 2007 platform.
- Installed and configured installation of System Center Operations Manager 2007 in multi forest environment.
- Developed and maintained Ghost and CloneZilla images of corporate PCs and managed image deployment. Tested System Center Configuration Manger 2007 in lab environment.
- Acted as day-to-day helpdesk for internal user issues and support.
- Assisted in development of IT policies, workflows, and procedures.
- Responsible for managing corporate Office SharePoint Server 2007 system and Microsoft CRM 4.

- Created and managed internal PKI and certificate services.
- Responsible for building lab environments and testing configuration changes, patches, and updates before making changes to production environment. Used change control processes to track success and approval of changes and document back-out procedures.
- Participated in on-call rotation supporting internal and customer hardware such as blade centers, SANs, switches, routers, and servers. Utilized centralized monitoring system for notifications of outages.

IT CONSULTANT @ INTEGRATED RESOURCES CORPORATION

11/2009 – 8/2010

Acted as phone and onsite consultant and customer support. Responsible for ordering, billing, configuring and delivering new hardware and software solutions to clients. Helped Integrated Resources cleanup outdated infrastructure and secure existing infrastructure.

Key projects:

- Developed and managed migration plan from outdated DNS, IIS, FTP, and E-Mail system to new server platform.
- Managed corporate Asterisk VOIP PBX and Polycom phones.
Managed IIS and RedHat based web hosting environments.

.NET PROGRAMMER / WEB ADMINISTRATOR @ POLICE LEGAL SCIENCES

11/2009 – 8/2010

Sole developer in creation of a ASP.NET VB based web training system for police officers. Responsible for all aspects of website from site design, graphics, content development, programming, testing, server setup, collocation management, security, etc.

- Designed ASP.NET dynamic and expandable training system and web site that is actively receiving ~50,000 unique and returning users and over 1.25 million page views over the last three years.
- Assisted in development of new visual basic, proprietary, software program for the company.
- Developed custom software solutions for specific applications.

CERTIFICATIONS

- Microsoft Certified Information Technology Professional (MCITP)
- Microsoft Certified Professional (MCP)
- BlackBerry Certified Systems Administrator (Exchange)
- BlackBerry Certified Support Specialist
- Apple Certified Associate – Mac Integration 10.6
- Microsoft Certified Technology Specialist (MCTS)
 - Windows Server 2008 Network Infrastructure: Configuration

- Windows Server 2008 Applications Infrastructure: Configuration
- Windows Server 2008 Active Directory: Configuration
- Microsoft Certified Technology Specialist
- VMWare Certified Professional - In progress

TECHNICAL EXPERTISE

Applications	Hardware
<p>Microsoft</p> <ul style="list-style-type: none"> Office 2003, 2007, 2010 OCS 2007, Lync 2010 Exchange Server 2007, 2010 SQL Server 2005, 2008 Windows Server Systems 2003, 2008 Windows 98, 2000, XP, Vista, Windows 7 Active Directory Systems Center Operations Manager 2007 R2 System Center Configuration Manager 2007 <p>Research In Motion</p> <ul style="list-style-type: none"> Blackberry Enterprise Server 4.0 and 5.0 <p>VMWare</p> <ul style="list-style-type: none"> Workstation Fusion vSphere 4 View SRM <p>Apple</p> <ul style="list-style-type: none"> Mac OS X 10.6 iOS 3,4 <p>Symantec</p> <ul style="list-style-type: none"> Endpoint Protection BackupExec 2010 <p>CommVault</p> <ul style="list-style-type: none"> Simpana 9 <p>Laserfiche</p> <ul style="list-style-type: none"> Rio 8 	<p>Cisco</p> <ul style="list-style-type: none"> Catalyst 2960 Series Switches ASA 5500 Series Firewalls <p>HP</p> <ul style="list-style-type: none"> MSA Series SAN DL Series Servers ML Series Servers ProCurve 2500 Series Switches ProCurve 3600 Series Switches <p>Dell</p> <ul style="list-style-type: none"> Inspiron and Latitude Series Laptops Precision and Optiplex Series Desktops PowerEdge Servers MD Series SAN Procurve 5000 and 6000 Series Switches <p>NetApp</p> <ul style="list-style-type: none"> FAS2020 SAN FAS2040 SAN SnapMirror <p>IBM</p> <ul style="list-style-type: none"> H Series Blades and Blade Centers X Series Servers <p>Barracuda Networks</p> <ul style="list-style-type: none"> Web Filter 310 Spam Filter 300

EDUCATION

ASSOCIATES DEGREE OF APPLIED SCIENCES @ DES MOINES AREA COMMUNITY COLLEGE

Major in Information Technology and Network Administration

REFERENCES

Contact information and letters of recommendation available upon request.

Matt Patterson – Team Lead @ LightEdge Solutions

Rob Kretzinger – CEO @ WesleyLife

Jon Gloyer – Manger @ Police Legal Sciences

Gary Hendricks – President @ Integrated Resources Corporation