

Township of Union Public Schools

Office of Information and Technology
Donna Restivo, IT

July 20, 2015

Please include a Board resolution for awarding the RFP to Provide Technical Services for the 2015-2016 School Year to Promedia Technical Services, Inc. All required documentation for award is provided.

Core BTS Inc also provided a proposal, but was at a higher hourly cost. All bids were also reviewed against available comparatives on Ed-Data and Middlesex Regional Educational Services Commission bids.

Award:

Rate: \$140.00 per hour for regular technical servicing and \$200 per hour for emergency, overtime and Holiday, not to exceed 200 hours.

If you have any questions or concerns, please contact me.

Thank you.

Donna Restivo

July 20, 2015

Mr. James Damato
Township of Union Board of Education
2369 Morris Avenue
Union, NJ 07083

Re: Technology RFP to provide Professional Technical Services for the 2015-2016 School Year.

Dear Mr. Damato,

Promedia is pleased to provide you with this pricing proposal for the upcoming 2015-2016 for Professional Services as per the requirements outlined in your Request for Proposal.

Standard Coverage: Monday through Friday 8:00am to 4:00pm

- Hourly Rate: 140.00 per hour

Overtime, Emergency, and Holiday Rate:

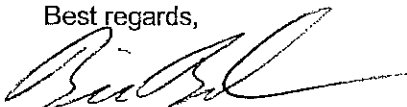
- Hourly Rate: \$200.00 per hour

Response Times:

- Within 4 hours for remote support
- Within 24 hours for onsite response

Attached to this response, you will find the required documentation requested within the RFP. I hope you find this proposal satisfactory and I thank you for the opportunity to respond to your request for services.

Best regards,



Brian Byrd
Sr. Account Executive

TOWNSHIP OF UNION BOARD OF EDUCATION
 2369 MORRIS AVENUE
 UNION, NJ 07083

PROFESSIONAL TECHNICAL SERVICES
 2015-2016 SCHOOL YEAR

NETWORK TECHNICIAN

The undersigned proposes to furnish the time and material for professional technical services – network technician – from July 1, 2015 to June 30, 2016

	Regular Time	Overtime	Holiday	Estimated Hours	Maximum Hours	TOTAL
Network Technician	140.00	200.00	200.00	100	200	14,000.00 @ 100 Hrs.
						28,000.00 @ 200 Hrs.

All repairs shall be unconditionally guaranteed for a period of sixty (60) days from the date of repair and shall include all necessary labor and other applicable costs.

Bids shall be compared for award purpose based upon a total of extended prices. Estimated quantities are estimates only. The Board of Education reserves the right to award amounts and quantities in its best interest less than the estimated quantity or up to the maximum quantity stated above.

Comparison of bids and awards shall be based upon the sum of the regular time rate times 100 hours, the overtime rate times 50 hours and the holiday rate times 50 hours.

COMPANY NAME/ADDRESS:

Promedia Technology Services, Inc.
535 US Highway 46 East
Little Falls, NJ 07424

TELEPHONE NUMBER

973-253-7600

AUTHORIZED SIGNATURE

Whitney

DATED: July 17, 2015

Regular time is defined as 7:00 a.m. to 5:00 p.m.

Overtime is defined as all other hours, including Saturdays and Sundays, excluding National Holidays.

Holidays shall be defined as National Holidays.

Response time shall be guaranteed to be four (4) hours or shorter

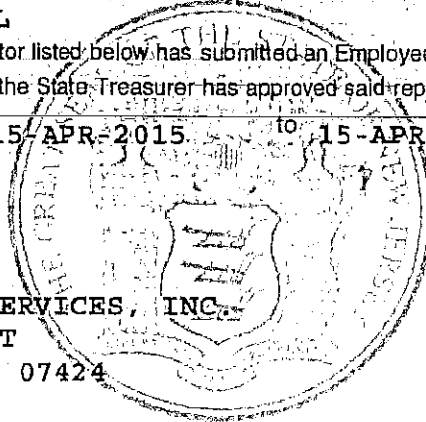
Certification 24693

CERTIFICATE OF EMPLOYEE INFORMATION REPORT

RENEWAL

This is to certify that the contractor listed below has submitted an Employee Information Report pursuant to N.J.A.C. 17:27-1-1 et. seq. and the State Treasurer has approved said report. This approval will remain in effect for the period of 15-APR-2015 to 15-APR-2018

PROMEDIA TECHNOLOGY SERVICES, INC.
535 US HIGHWAY 46 EAST
LITTLE FALLS NJ 07424



A handwritten signature in black ink, appearing to read "Andrew P. Sidamon-Eristoff", is written over the seal.

Andrew P. Sidamon-Eristoff
State Treasurer

STATE OF NEW JERSEY
BUSINESS REGISTRATION CERTIFICATE

DEPARTMENT OF TREASURY
DIVISION OF REVENUE
PO BOX 252
TRENTON, N.J. 08646-0252

TAXPAYER NAME:

PROMEDIA TECHNOLOGY SERVICES, INC.

ADDRESS:

535 US HIGHWAY 46 EAST
LITTLE FALLS NJ 07424

EFFECTIVE DATE:

05/07/92

TRADE NAME:

SEQUENCE NUMBER:

0080560

ISSUANCE DATE:

05/01/07

Acting Director
New Jersey Division of Revenue

FORM-BRC(08-01)

This Certificate is NOT assignable or transferable. It must be conspicuously displayed at above address.



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

7/1/2015

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER McCue Captains Agency 680 Branch Ave Little Silver NJ 07739		CONTACT NAME: Caitlin Buckley PHONE (A/C No, Ext): (732) 842-0444 FAX (A/C, No): (732) 576-1865 E-MAIL ADDRESS: cait@mccuecaptains.com	
		INSURER(S) AFFORDING COVERAGE	NAIC #
		INSURER A: Great Northern Co	20303
		INSURER B: Federal Insurance Co	20281
INSURED Promedia Technology Services, Inc. 535 US Highway 46 East Little Falls NJ 07424		INSURER C: Chubb Insurance Group	
		INSURER D: Jimcor Associates Corp	
		INSURER E:	
		INSURER F:	

COVERAGES

CERTIFICATE NUMBER: CL157105921

REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	GENERAL LIABILITY			35987770	1/30/2015	1/30/2016	EACH OCCURRENCE \$ 1,000,000
	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY						DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000
	<input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR						MED EXP (Any one person) \$ 10,000
							PERSONAL & ADV INJURY \$ 1,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER:						GENERAL AGGREGATE \$ 2,000,000
	<input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC						PRODUCTS - COMP/OP AGG \$ 2,000,000
B	AUTOMOBILE LIABILITY			73582971	1/30/2015	1/30/2016	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000
	<input checked="" type="checkbox"/> ANY AUTO						BODILY INJURY (Per person) \$
	<input type="checkbox"/> ALL OWNED AUTOS		<input type="checkbox"/> SCHEDULED AUTOS				BODILY INJURY (Per accident) \$
	<input type="checkbox"/> HIRED AUTOS		<input type="checkbox"/> NON-OWNED AUTOS				PROPERTY DAMAGE (Per accident) \$
							PIP-Basic \$
C	UMBRELLA LIAB			79891951	1/30/2015	1/30/2016	EACH OCCURRENCE \$ 4,000,000
	EXCESS LIAB		<input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS-MADE				AGGREGATE \$ 4,000,000XX
	DED <input checked="" type="checkbox"/> RETENTIONS \$						
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY			71751663	1/30/2015	1/30/2016	WC STATU-TORY LIMITS
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH)	Y/N	N/A				E.L. EACH ACCIDENT \$ 500,000
	If yes, describe under DESCRIPTION OF OPERATIONS below						E.L. DISEASE - EA EMPLOYEE \$ 500,000
							E.L. DISEASE - POLICY LIMIT \$ 500,000
D	Professional Liability			LP78200	7/1/2015	7/1/2016	Occurrence/Aggregate \$1mil/\$1mil
A	Equipment Floater			3598770	1/30/2015	1/30/2016	Limit \$45,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, If more space is required)

CERTIFICATE HOLDER

Insureds Copy

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

Stacy Slater

Personnel Certifications

Network Engineer Certifications

Cisco Certified Internetwork Expert – Routing & Switching
 Cisco Certified Voice Professional
 Cisco Certified Network Associate
 Cisco Certified Network Associate – Voice
 Cisco Certified Network Professional
 Cisco Certified Network Professional – Voice
 Cisco Certified Network Professional – Security
 Cisco Certified Design Associate
 Cisco Certified Design Professional
 Cisco Certified Security Professional
 Cisco Advanced Wireless LAN Sales Specialist
 Cisco Data Center Networking Infrastructure Support Specialist
 Cisco Data Center Storage Networking Support Specialist
 Express Foundation Sales Specialist
 Cisco Unity Support Specialist
 Cisco Rich Media Communications Specialist
 Cisco IP Contact Center Express Specialist
 Cisco Advanced Wireless LAN Field Specialist
 Advanced Routing and Switching Solutions for Field Engineers
 Cisco Networking Academy Community Server
 Cisco Intursion Prevention System Specialist
 Cisco Firewall Security Specialist
 Cisco Security Solutions and Design Specialist
 Cisco Data Center Storage Networking Design Specialist
 Cisco IOD Security Specialist
 Cisco Data Center Application Services Support Specialist
 Routing and Switching Solutions for System Engineers
 Cisco Advanced Wireless LAN Design Specialist
 Cisco Foundation Express Field Specialist
 Data Center Storage Networking Design Specialist
 Cisco Data Center Application Services Design Specialist
 Cisco Rich Media Communications Specialist
 Unified Computing Technology Design Specialist
 Unified Computing Technology Support Specialist
 Data Center Unified Fabric Support Specialist
 Data Center Application Services Support Specialist
 Data Center Support for UC Specialist
 Wide Area Application Services for System Engineers
 Wide Area Application Services for Account Managers
 Cisco Web Security for Field Engineers

Sales Certifications

Cisco Sales Expert
 Express Foundation Sales Specialist
 Advanced Security for Account Managers
 Cisco Advanced IP Communications Sales Specialist
 Cisco Data Center Networking Sales Specialist
 Advanced Routing and Switching for Account Managers
 Cisco Sales Essentials v6.0
 Cisco Data Center Sales Specialist for Architecture
 Cisco Sales Specialist for Unified Computing Technology
 Cisco Sales Specialist for Unified Fabric Technology
 Cisco Advanced Communications Expert
 VMware Sales Professional 5
 VMware Technical Sales Professional 5
 VMware Desktop Virtualization Sales Accreditation
 VMware Desktop Virtualization Technical Sales Accreditation
 VMware Business Continuity Sales Accreditation
 VMware Business Continuity Technical Sales Accreditation
 HP Accredited Sales Professional
 HP Accredited Presales Professional

System Engineer Certifications

VMware Certified Professional
 VMware SRM Implementation Fundamentals
 VMware View 5 Design
 VMware View 5 Implementation Fundamentals
 VMware vSphere 5 Design
 VMware Capacity Planner Fundamentals
 VMware Capacity Planner Accreditation
 Microsoft Certified Professional
 Microsoft Certified IT Professional
 Microsoft Certified Systems Administrator
 Microsoft Certified Technology Specialist
 Microsoft Certified IT Professional Enterprise Administrator
 Microsoft Certified Systems Engineer
 Microsoft Certified Product Specialist
 Microsoft Certified Professional in Systems Integration
 Microsoft Certified Systems Engineer Internet
 Microsoft Certified Systems Engineer Security
 Microsoft Certified Systems Administrator Security
 Microsoft Certified System Administrator: Messaging Specialization
 Microsoft Certified Systems Engineer: Messaging Specialization
 Microsoft Certified Network Product Specialist
 HP Master Accredited System Engineer
 HP Accredited Systems Engineer
 HP Accredited Integration Specialist
 CITP – Certified IT Professional
 CompTIA Network + Certification
 CompTIA A+ Certification
 CompTIA A+ Certified Windows/Mac
 CompTIA Server +
 CompTIA I-Net+
 CompTIA Authorized Service Center
 Project Management Professional Certification
 Symantec Technical Specialist
 Symantec Technical Specialist for Enterprise Vault 8.0 for Exchange
 Novell Certified Linux Engineer
 Novell Certified Linux Administrator
 NetApp Accredited Storage Architect Professional
 Brocade Certified Fabric Professional
 Certified Xlotech Engineer
 IBM Blade SP
 IBM Blade SE
 IBM System X

Apple Certifications

Apple Certified Specialist - OS X Deployment
 Apple Certified Specialist - OS X Directory Services
 Apple Certified Specialist - OS X Security & Mobility
 Apple Certified Support Specialist
 Apple Certified Technical Coordinator
 Apple Certified Systems Administrator
 Apple Certified Xsan 1.4 Administrator
 Apple Certified Help Desk Specialist
 Casper Certified Administrator

Physical Security Certifications

Panasonic I-Pro Certified
 OnSSI Level 1 Certification
 Security CEU Physical Security Network Associate (PSNA II: IP Video)



**Request for Taxpayer
 Identification Number and Certification**

Give Form to the
 requester. Do not
 send to the IRS.

Name (as shown on your income tax return)
Promedia Technology Services, Inc.

Business name/disregarded entity name, if different from above

Check appropriate box for federal tax classification:
 Individual/sole proprietor C Corporation S Corporation Partnership Trust/estate

Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶ _____

Other (see instructions) ▶ _____

Exemptions (see instructions):
 Exempt payee code (if any) _____
 Exemption from FATCA reporting code (if any) _____

Address (number, street, and apt. or suite no.)
535 US Highway 46 East

City, state, and ZIP code
Little Falls, NJ 07424

List account number(s) here (optional)

Requester's name and address (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on the "Name" line to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I Instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Social security number

			-						
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Employer identification number

2	2	-	3	1	6	7	0	6	6
---	---	---	---	---	---	---	---	---	---

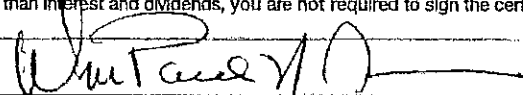
Note. If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

Part II Certification

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
- I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
- I am a U.S. citizen or other U.S. person (defined below), and
- The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 3.

Sign Here Signature of U.S. person ▶  Date ▶ **7/19/2015**

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. The IRS has created a page on IRS.gov for information about Form W-9, at www.irs.gov/w9. Information about any future developments affecting Form W-9 (such as legislation enacted after we release it) will be posted on that page.

Purpose of Form

A person who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, payments made to you in settlement of payment card and third party network transactions, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

- Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
- Certify that you are not subject to backup withholding, or
- Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income, and

4. Certify that FATCA code(s) entered on this form (if any) indicating that you are exempt from the FATCA reporting, is correct.

Note. If you are a U.S. person and a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

Definition of a U.S. person. For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States,
- An estate (other than a foreign estate), or
- A domestic trust (as defined in Regulations section 301.7701-7).

Special rules for partnerships. Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax under section 1446 on any foreign partners' share of effectively connected taxable income from such business. Further, in certain cases where a Form W-9 has not been received, the rules under section 1446 require a partnership to presume that a partner is a foreign person, and pay the section 1446 withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid section 1446 withholding on your share of partnership income.

Company Overview

Promedia Technology Services, Inc., founded in 1992 and located in Little Falls, NJ, is a network solutions provider whose core business is ensuring its clients' productivity and efficiency through the appropriate use of network technologies. Promedia understands how these intricate systems can become costly, hard to manage, and hard to maintain. These challenges are answered by developing accurate ROI's for technology investments and delivering monitoring and managed service offerings to minimize the burden on the client.

With 80 employees and a certified staff of 50 engineers, Promedia is authorized to handle the most complex network designs and installations. Promedia holds industry certifications and specializations from major manufacturers including Cisco, VMware, NetApp, Apple, Microsoft and many more.

Promedia has a variety of purchasing options for the public sector in New Jersey including Cisco, NetApp, HP, and IBM WSCA contracts, Ed-Data cooperative bid, and the NJEDge Consortium for VMware licensing.

Promedia's specialty is integrations supporting the convergence of data, voice, video, and security networks with the capability to deliver a wide array of network solutions including:

Borderless Networks

-Switching, Routing, Wireless, Security

Collaboration

-VoIP Phone Systems, Video Conferencing, Distance Learning, 21st Century Classrooms, Digital Signage

Data Center and Virtualization

-Servers, Storage, Desktop and Server Virtualization, Microsoft Solutions, Client Management

Physical Security

-Video Surveillance, Access Control, Building Systems

ProTecht Services

-Network Assessments, Installation and Professional Services, Managed Services, Remote Monitoring

Structured Cabling

-Infrastructure, Backbone, Data Center, Private Fiber

COMPANY PROFILE

SERVICES INCLUDE:

- **NETWORK ELECTRONICS** CISCO, SWITCHES & ROUTERS
- **NETWORK ENGINEERING** FURNISH, INSTALL & CONFIGURE
ELECTRONICS
- **NETWORK DESIGN & CONSULTING** NEW CONSTRUCTION, RETROFITS
- **LOW VOLTAGE CABLING** DATA, VOICE, FIBER OPTIC, CATV,
SECURITY
- **PRIVATE FIBER NETWORKS** 1000MBPS MULTIPLE SITE CONNECTIVITY
- **VIDEO SECURITY SYSTEMS** INTERIOR AND EXTERIOR CAMERAS,
ACCESS /ENTRY
- **COLLABORATION SOLUTIONS** VOIP PHONE SYSTEMS, VIDEO
CONFERENCING,
- **WIRELESS NETWORKS** BUILDING TO BUILDING, INTRA-BUILDING
(LAN)
- **NETWORK SECURITY SYSTEMS** FIREWALL, INTRUSION PROTECTION, VPN'S
- **VIRTUALIZATION SOLUTIONS** DESKTOPS, SERVERS, DATA CENTERS
- **PROTECHT MANAGED SERVICES** NETWORK MONITORING, SUPPORT,
MAINTENANCE

AUTHORIZATIONS:

- **SBE CERTIFIED**
- **DPMC & NJSDA PRE-QUALIFIED**
 - C048 COMMUNICATIONS SYSTEMS..... \$15,000,000
 - C050 SECURITY/INTRUSION ALARMS..... \$15,000,000
 - C052 AUDIO-VISUAL SYSTEMS..... \$15,000,000
 - C120 INSIDE PLANT CABLE..... \$15,000,000
 - C121 OUTSIDE PLANT CABLE..... \$15,000,000
 - C122 FIBER INSTALLATION / SPlicing ONLY..... \$15,000,000
- **BONDING CAPACITY**.....\$15,000,000 AGGREGATE
- **UNION AFFILIATES**IBEW LOCAL 164, 456, AND 400
- **IDEAL PROJECT SIZE**..... \$25,000 UP TO \$2,000,000
- **ESTABLISHED IN 1992**..... 98% OF CUSTOMERS ARE
SCHOOLS
- **ERATE APPROVED**..... SPIN NUMBER 143004851
- **70 SUPPORT STAFF / ENGINEERS (NON UNION)**
- **CISCO SILVER PARTNER, MICROSOFT GOLD CERTIFIED PARTNER, APC SELECT
CERTIFIED PARTNER, VMWARE ENTERPRISE PARTNER, NETAPP, SOPHOS, APPLE,
SYMANTEC**

Partner Certifications and Specializations

Cisco

- Certifications
- Silver Certified Partner
- Multiple CCIEs
- Specializations

- Advanced Data Center Networking Infrastructure
- Advanced Data Center Storage Networking
- Advanced Data Center Architecture
- Advanced Collaboration Architecture
- Advanced Security
- Advanced Unified Communications
- Advanced Wireless LAN
- Express Foundation



JAMF Software - Casper Suite
Authorized Reseller and Integrator

Apple Consultants Network
Business Member



VMware

- VMware Premier Partner
- Business Continuity Competency
- Desktop Virtualization Competency
- Infrastructure Virtualization Competency



Panasonic
iPro Certified
Education Reseller

Panasonic®

Epson

ONSSI
Certified Channel Partner

EPSON

EXCEED YOUR VISION

Genetec
Certified Reseller



Axis
Authorized Reseller

Pelco
Authorized Reseller

Genetec

EMC

Affiliate Elite Partner

EMC²

Microsoft

Partner - Gold Server Platform
Authorized Education Reseller



Microsoft Partner
Gold Server Platform

RS2 Technologies
Certified Dealer

HID Corporation
Authorized Reseller

AXIS®

COMMUNICATIONS

APC

Select Partner

NetApp™

NetApp

Gold Partner

Gold Partner

Altronix
Authorized Reseller

Asa Abloy
Authorized Reseller

ASSA ABLOY

Exinda

Barracuda
Platinum Reseller



Symantec

Silver Partner
Archiving and eDiscovery Specialization



Honeywell
Authorized Reseller

EasyLobby
Authorized Reseller

EasyLobby®

The Global Leader in Secure Visitor Management Systems

IBM

Business Partner

AIPHONE
Authorized Reseller

Hubbell
Authorized Reseller



EdgeWave

Sophos

Silver Partner

SOPHOS

Panduit
Authorized Reseller

Safari Montage

Authorized Reseller

SAFARI MONTAGE



Engineer I

CCIE #38799: Routing & Switching

Summary

IT Professional with experience in network administration, virtualization, data center technologies, security and remote access technologies. In-depth experience with Design, Solutions Scoping, Implementation, Migration and Support for Data Center technologies.

⇒ **Hardware:** Cisco 4500/6500/3750/2960, Nexus 7K/5K/2K, UCS B-Series, ASA, WLC 4400/5500, HP C7000, Citrix Netscaler, F5 Big-IP

⇒ **Software/Services:** Cisco WCS, Windows Server 2003/2008/2012, Hyper-V, Forefront UAG 2010, DNS, DHCP, RADIUS, Solarwinds NPM/NCM

Professional Experience

Sr Network/Security Architect, Intuitive Technology Partners

June 2014 - Present

- Design, Implementation, Migration and Support for client's data center, network and security infrastructures.
- Provide Tier 2 & 3 break-fix support and escalation support to client's operations team.
- Create bill of materials, scope of work and other documentation for clients based on technical and business requirements.

Sr Network Support Specialist, Muscogee County School District

June 2011 – June 2014

Network Support Specialist, Muscogee County School District

October 2010 – June 2011

- Operate and maintain the district's LAN, WLAN and WAN infrastructure of 60+ remote sites, 2 data centers, 2000 network devices and 250 servers.
- Minimize downtime of network devices via scheduled configuration backups, monitoring and alerts of infrastructure using Solarwinds NPM/NCM, Cisco WCS and Sourcefire IPS.
- Monitor network resource usage and generate custom reports for management via SQL queries of the Solarwinds NPM database.
- Provide technical support of last resort to other members of Data Center Operations.
- Provide remote access to district services using IPSec/SSL VPN and reverse proxy services via Microsoft Forefront UAG 2010 and Citrix Netscaler.

Key accomplishments

- Engineered an IP multicast solution for the rapid deployment of Microsoft Windows images across 60+ sites in the district from a centralized server in the primary data center. This improvement allowed for the migration of 18000 computers from Windows XP to Windows 7 in 2 months.
- Engineered an IP multicast operating system deployment process using Microsoft System Center Configuration Manager 2007 for future operating system deployment projects. This improvement allowed for the rapid deployment of Windows servers for the district's greenfield data center project.
- Designed and managed a green field data center project, which included a Hyper-V server virtualization project on Cisco UCS, Nexus 5K/7K administration and the identification and planning of service moves to the new data center.
- Migrated the district's routing protocol from static routes to OSPF to provide fast failover in the case of an internet circuit failure at the primary data center and to support future plans of multi-homing all remote sites to two data centers.

- Support point of sale software and hardware across 57 remote sites.
- Perform backups and restores of SQL databases.
- Generate custom reports for management via SQL queries of the POS software database.

Personal Computer Specialist, Columbus Consolidated Government

December 2005 – June 2007

- Provide field and remote technical support to all county employees and locations.
 - Replaced a manual OS install procedure with Norton Ghost, greatly reducing the turnaround time on replacing/upgrading PCs.
-

Certifications:

- Cisco Certified Internetwork Expert: Routing & Switching (CCIE:R&S)
- Cisco Certified Network Associate: Security (CCNA:Security)
- Citrix Certified Administrator: Netscaler 10 (CCA:Netscaler)
- Juniper Network Certified Internet Associate JunOS (JNCIA-JunOS)
- Microsoft Certified Solutions Associate: Windows Server 2008 (MCSA:2008)
- Microsoft Certified IT Professional: Enterprise Administrator (MCITP:EA)

Engineer II

PROFESSIONAL SUMMARY

Offering 14 years of administration experience with a solid background, from infrastructure design, documentation, implementation, user training & support, and maintenance. Identify organizational needs and leads the development and implementation of industry-specific technologies to improve productivity, quality, and operating performance.

- Negotiated and coordinated with multiple external vendors and resellers for multi layered projects.
- Lead in the design, rebuild and implementation of current complete infrastructure after hurricane Sandy destroyed entire IT infrastructure.
- Lead in design and implementation of LDAP/Windows Active Directory, DNS, DHCP-GPO, WSUS and other Microsoft technologies.
- Designed, implemented and configured multiple Genetec CCTV systems from design to finished implemented systems.
- Created internal corporate backup cloud and strategy for over one year retention in backup, leveraging deduplication and compression for maximum storage.
- Implementation of ESXi 5.1 server infrastructure and file share storage Netapp FAS 2240-4
- Fluent in Spanish.

CERTIFICATIONS:

A+, MCP2k, MCSE2k3, CCNA, CCDA, SNPA, SNRS, IINS, Genetec, DVTel

TECHNICAL SKILLS:

- Windows 2003 & 2008 DFS implementation and management.
- Active Directory implementation and management.
- VPNs, LAN/WAN
- Windows 2000-2012 Active Directory administration
- MS Exchange and Office 2010 & 2013, Active Directory, support for Android, Blackberry and iPhones, VMWare
- Group Policy, Windows Server Update Service (WSUS)
- USMT (User State Migration Tool), Assign and Publish MSI packages via Active Directory Group Policy, Terminal Services, FTP/W3C/SMTP/NNTP Services, Remote Installation Services
- IP Addressing and Sub-netting, IP Access Lists, Routing Protocols
- Cisco Security Management Center (PIX, ASDM, IDS)
- Microsoft Visio documentation 2003-2013
- Windows Enterprise Server, Small Business Server and Workstation
2008/2003/2000/NT/XP/Vista/Windows7
- Dell PowerEdge server 1950, 2950, R710/910
- HP ProLiant ML 1xx/3xx G7, DL3xx, DL5xx
- Exchange 5.5/2000/2003/2007/2010
- Remote Desktop Management
- Microsoft Office 2013- all previous versions
- Network Security, VLAN, IPSEC, routing and bridging protocols.
- Implementation 49 camera multi location CCTV system
- All technical documentation and Visio diagrams
- Multiple Genetec rollouts and implementations

HARDWARE:

- Cisco 2600/3600/series routers
- Cisco Catalyst 1900/2900 series switch
- Cisco ASA 55xx
- Dell PowerConnect Switches and HP ProCurve.
- Sonicwall E-Class NSA and TZ firewalls
- HP ProLiant series DL and ML series
- Sonicwall firewall Configuration and Deployments
- SonicPoint WAP deployment firewall managed.
- Meraki Wireless AP technology (cloud managed)
- Configuration of SAN and NAS devices, EMC², Data Domain DD6xx, EqualLogic, & NetApp FAS Series.
- Axis /Bosch CCTV security cameras
- EMC² Data Domain (DD620) dual deduplication servers

SOFTWARE:

- Microsoft Windows (all versions)
- Microsoft 2003/2008R2 DFS management
- Active Directory 2000/2012 GPO mgmt.
- Group Policy Management Console (GPMC), ADSI (Active Directory Service Interfaces), ADMT (Active Directory Migration Tool)
- Microsoft Exchange
- Peachtree Quantum 8, 9, 10/QuickBooks
- Symantec Backup Exec series and imaging software
- ESX VMware versions through 5.1
- Veeam backup through version 7.1
- AD, DNS, DHCP domain administration
- Genetec Server/Security Center w/ Mobile clients DVtel Latitude 6.1 (Certified)
- Linux installation and basic configuration
- Remote administration via VNC

Norpak CorpSr. Systems
Engineer

- Re-built entire infrastructure after hurricane Sandy.
- Visio documented & diagramed the network, equipment, contracts along with all remote locations.
- Designed schematics for layout of all CAT6 wiring and location of all punch downs.
- Negotiated with Verizon to deliver and install fiber connection to facilities (no other facility has fiber in all surrounding area).
- Negotiated with multiple vendors to procure all hardware necessary for IT infrastructure, Servers, Switches, firewalls, cabling, patch panels, etc. Also service oriented vendors to deliver remote services.
- Designed and implemented an HP server infrastructure (Proliant HP DL580, HP DL380, ProCurve 3500yl, 2900 and 2600 switches, with advance routing.)
- Implemented NetApp FAS 2240-4 in a single controller configuration; currently adding a second controller, with 12 2TB drives to implement a VM-Ware VDI solution to replace all aging workstations.
- Negotiated for leased rack space to house our remote cloud backup solution with redundant Data Domain DD620 deduplication servers.
- Disaster recovery, backup solution using Veeam 7.1 for virtual environment, backing up to DD620 and instantaneous replication to remote rack space, have over one year of daily backup available.
- Installation, configuration and deployment of Genetec Security Center system, to monitor a 49 camera system at local and remote locations, reporting to a centralized archiving server.
- Installation and configuration of Genetec Mobile client. Configuration of client, deployment of licenses, configuration of all Mobile clients (Android/iOS.)
- Installation of Windows Server 2003, 2008, 2012 etc.
- Responsible for Windows 2008 Active Directory and system Administration
- Managing the Active Directory, group policy, security policy, and file server.
- Selection and implementation of hosted exchange services, configuration on all workstations during rollout
- Supervised troubleshooting of AD and W2k/W2k3 servers.
- Conducted and designed recovery processes and procedures.
- Supplied technical support regarding computer systems and microcomputer functions
- Collaborated with other advisory committees in making recommendations concerning Active Directory operations management
- Advised and distributed software packaging using Microsoft's Systems Management Server.
- Migrated users from all in-house Exchange 2007 to a hosted exchange service provider.
- Implementation & configuration of all firewalls and site to site VPNs (Sonicwall Appliances.)
- Selection and roll out of all workstations, remote managed with VNC, updates managed through WSUS.
- Installation and creation of active directory, user permissions, creation of all network shares.
- Recovery data was available to recover, there were some LTO tapes that were not damaged by flood.
- Negotiated contracts for redundant ISP and Voice connections, configured load balancing and failover on the firewall.
- Negotiated and implemented & deployed Shoretel VoIP system, test and SIP turn-up.
- Migrating from an AS400 Mapix application to NetSuite ERP/CRM solution, currently with Mapix vendor. Extracted data from AS400, converted to *.csv format in order to upload to NetSuite solution, responsible for creation of all custom fields and forms.
- Implemented DigitalPersona Biometric managed solution (LDAP integrated) for users, no more password management for users, all managed for optimum security.

10/2012-

10/2014

LTW (Let's Think
Wireless)Sr. Network
Engineer

- Systems architect for hardware specifications for proposed Genetec archive solutions
- Installed and configured hardware (HP Proliant servers HP ProCurve switches) for implementation.
- Configured individual cameras in appropriate subnet with correct IP addresses for remote access. Also joined all cameras to Genetec server and assigned to correct Site for access.
- Configured Ceragon client microwave mesh topology networks for failover redundancy for

08/2012-

11/2012

the NYC Police departments.

- Onsite installation of antennae. calculation proper revers azimuth alignment with partner antennae
- Configured user security rights and access to actions along with mandatory tile profiles.
- Configured and installed site to site VPNs to route remote security footage to centralized archives.
- Installed and configured Genetec mobile client, configured and licensed out to licensed users.
- Coordinated with other network engineers, on the topographical layout of the network, and worked together to create all VLAN layout and routes that needed to be created.

All Covered
System Engineer

- Managed a multi-client environments, responsible for 21 clients for which I was primary engineer.
- Network Administrator Creation of new user network accounts and permissions. Support and monitoring of MS Windows servers including Domain Controller, Active Directory, Group Policy and WSUS. Continuous support of asset management across the enterprise.

08/2008
to
08/2012

Administration of PC audit and User Accountability program. Responsible for execution and maintenance of Infrastructure Topography. Configuration

- Managed and implemented Server 2003 and Server 2008 multi-location DFS replicas.
- Installed and configured Server 2003/2008 server Domain Controllers, Active Directory Design & Architecture, File/Print/Database Servers. Environments
- Installed and configured VMWare 3.x – 4.x (ESX and ESXi) servers, installed and configured servers in virtual environments. Performed ESX upgrades and migrations from 3.x to 4.1.1
- Microsoft Exchange Server 2003/2007/2010 migration, implementation and support
- Disaster Recovery planning, design, implementation and testing, Symantec Backup Exec, SBESR, CA ARC Serve, Mozy, Iron Mountain
- Experienced in enterprise level network design, administration and support, project management, design/prototype/pilot/implementation/support phases of projects
- Installed and configured networking devices for various purposes, site to site VPN, client side VPN, firewall configurations, splitting networks by way of routers, ISP cutovers, etc.
- Experienced with Cisco catalyst switches 29xx,19xx and Cisco Routers 3600,2600,2500
- Extensive documentation and Visio 2013 diagrams of server racks to network topologies.
- Coordinating site to site moves with clients and vendors, takedown of servers, buildup of servers.
- General desktop support ranging from hardware issues to application level issues
- Have installed and configured Exchange 2003, 2007 and 2010
- Have migrated users from all flavors of exchange to hosted solutions and in reverse, from hosted solutions to an onsite exchange server.
- Have (on request from management) searched the stores for key employee messages to identify leaked internal information.
- Have manually cleaned up white space on exchange servers to reclaim space on servers
- Managed user quotas
- Installing configuring and renewing public certificates
- Patch management
- Exchange store backups and recoveries

Chelsea-
Technologies
Sr. Engineer

- Trained customers and managers on system capabilities and usage.
- Network Engineer responsible for system configuration, communications, and installation of hardware, operating systems, and software applications.
- Performed Systems Administration on Windows Servers and Clients for Local and Wide Area Networks.
- Managed all aspects of several network implementations including network planning, design, testing, documentation, deployment and maintenance of Windows based system.
- Responsible for complete support, installation, maintenance and training for all network and system components.
- Responsible for hardware and software system configuration, installation, repair and maintenance on Microsoft networks, PCs and printers.

04/2008
to
07/2008

New Horizons
Training Center,
Iselin NJ

- See training and education at bottom of document.

09/2006 -
02/2008

Freelance, Erding, Bavaria (Germany) Technical and Implement Assistance:	<ul style="list-style-type: none"> • Designs, purchases, and implements Active Directory-based networks for 17 Small to medium sized companies. Establishes continuous contracts to service networks, including applying service packs, troubleshooting hardware, and advancing network performance. • Develops and implements Remote Access Policies to ensure controlled access to the intranet. • Provides user and workstation support and training as well as manages the daily computer support and networking issues. • Installed, configured Cisco switches and Routers • Monitored network, troubleshoot and diagnose networks using various tools from IOS 10.3. • Designed, purchased and assembled company hardware (servers, workstations, access-points, routers, hubs etc.) and hardwired networks for Cat5 or wireless, based on needs, requirements and budget. • Installed and configured OS (Win2k Pro/Server, Win2k3 Server/XPSP2) in Active Directory environments, configured ACLs, GPOs, Remote Access via ISDN and VPN connections. • Working knowledge cabling infrastructure, Cat 5e, Coax and medium site wiring. 	08/2001 – 06/2006
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Training and Education

US Army, Fayetteville, NC	<ul style="list-style-type: none"> • Squad Leader and Unit Armorer • Associates Degree plus additional credits. University of Maryland College Park, (Completed through Correspondence courses while in military. Major in Business Administration. Deployment to Kuwait interrupted studies) 	07/1988 – 09/1994
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Completed Training to upgrade Certificates:	<p align="center"><u>New Horizons Computer Learning Center, Iselin, NJ</u></p> <ul style="list-style-type: none"> • MS-2274 Managing a MS Windows Server 2003 Environment • MS-2275 Maintaining a MS Windows Server 2003 Environment • MS-2276 Implementing a MS Windows Server 2003 Network Infrastructure-Network-Hosts • MS-2277 Implementing, Managing & Maintaining a MS Windows Server 2003 Network Infrastructure: Networks • MS-2278 Planning & Maintaining a MS Windows Server 2003 Network Infrastructure • MS-2279 Planning & Implementing a MS Windows Server 2003 Active Directory Infrastructure • MS-2823 Implementing & Administering Security in a Microsoft Windows Server 2003 Network • MS-2830 Designing Security for Microsoft Networks • Cisco CCNA ICND 1 & 2 Interconnecting Cisco Network Devices • Cisco SNPA Securing Networks for PIX and ASA 5.0 • Cisco SNRS Securing Networks Routers and Switches • Cisco IINS Implementing Cisco IOS Network Security 	01/2007 – 02/2008
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Additional Training and Certifications

- NetSuite Essentials
- NetSuite Workflow Fundamentals
- Certified Genetec Security Center 5.2 Engineer/Administrator
- Certified DVTel Latitude 6.1 Administrator

Engineer III

Summary

Twenty years of IT leadership, managing Information Technology teams, which includes healthcare, professional services, commercial and financial experience. Offering proven ability to shape organizational performance and responsiveness to business needs, with prominent contributions to profitability, cost control, process optimization, customer satisfaction and service delivery. Background includes leadership and technical roles, which demonstrate a unique combination of a highly desirable skillset. A proven leader with a keen sense of judgment, demonstrated decision-making and diplomacy skills who facilitates clear, calm communication across all organizational levels.



CCIE #25439 Cisco Certified Internetwork Expert
ITIL Foundation Certified

Leadership Competencies

- Strategic Planning & Execution
- Customer Satisfaction
- Leading / Coaching Staff
- Global Enterprise Management
- Budget Management
- Proven Negotiation skills
- Critical thinker and able to make decisions
- Program Management
- Process Improvement / Optimization
- Enterprise Standards
- Policies and Procedures
- Mergers and Acquisitions
- RFI / RFP / Outsourcing
- Experience with HIPPA Compliance
- Experience with PCI Compliance
- Expert in Network Technologies
- Maximizing Profitability
- Excellent written and oral communication skills

IT Representative for Enterprise Committees

- Cisco IPv6 Deployment Council.
- AT&T Emerging Technology Forum.

Career History and Experience

CDI LLC "Computer Design and Integration" Teterboro NJ 9-2011- present

Director Professional Services - Network Solutions

- Directly manage and have P&L responsibility for professional services.
- Supervise, lead, evaluate and coach managers and staff
- Lead effort to recruit top notch candidates to fill professional services positions with unique skill sets
- Reviewed and assessed consultant utilization targets.
- Evaluate workflow and operations results, take corrective actions and establish process controls, set key performance indicators and prioritize opportunities for projects.
- Create dashboards and management reports to enable close monitoring of daily operations and programs.
- Oversees the overall development and maintenance of all related standards, processes and procedures to ensure the workflow is reliable, repeatable, and optimal while minimizing costs of team overhead.
- Direct and manage IT strategy focusing on budgets, timelines and critical systems.
- Worked with all user levels from C-level down to analyze business processes and provided cost justifications and estimates for technology projects.
- Articulates & presents strategic and architectural visions including financials to CxO and various levels within the company.
- Increased organization profitability by 50% the past three years by developing a more detailed pricing matrix and creating new service offerings.
- Responsible for relationship management.
 - Vendor Relationships
 - Client Relationships
- Develop business partner and consultant certification program that includes classroom study, self-study and job shadowing

Sr. Director of Network Services and Architecture

- Application Service provider for Healthcare clients. SaaS
 - Responsible for Data Centers which host and maintain clinical and patient data / information via the Allscripts application.
 - Manage service level agreements
- Encourage and foster effective collaboration between departments and amongst the leadership team to ensure an integrated approach to fulfilling the company's goals and objectives.
- Directly manage and have P&L responsibility for infrastructure, customer support, human resources and administration functions.
- Evaluate workflow and operations results, take corrective actions and establish process controls, set key performance indicators and prioritize opportunities for projects.
- Create dashboards and management reports to enable close monitoring of daily operations and programs.
- Ensure technical vision of the company is strategic and innovative.
- Worked with all user levels from C-level down to analyze business processes and provided cost justifications and estimates for technology projects.
- Provides recommendations on architectural changes and design enhancements to the infrastructure that will, improve reliability, productivity, and performance. Reduce cost, and prepare for company growth and acquisitions.
- Multi Team Responsibility
 - Architecture
 - WAN LAN
 - Security
 - Transport and Provisioning of Voice and Data Carriers
 - SAN
 - Voice and Video
- Spearheaded and managed staff, which designed, configured, and implemented a cutting edge infrastructure at 2 new Data Centers.
- Interacts with other teams within the company for a variety of company networking initiatives.
- Provides 24 x 7 x 365 client support

Sony Corporate Park Ridge NJ – 11-2008 7-2010

Sr. Manager / Global Network Solutions Architect

- Lead a virtual global team to deliver high value services and successful execution of tasks, programs and projects across the entire product portfolio that will define the strategic direction and architectural design of a Global Enterprise Network Infrastructure.
- Evaluate and review network and security equipment and services to ensure they meet business and technical requirements
- Maintain documentation of company network architecture standards as part of a continual architecture lifecycle process, including development of Enterprise Architecture framework
- Shapes and Defines the strategic direction and architectural vision for an Enterprise Class network
- Writes white papers, technical standards / strategy documents and develops repeatable industry solutions.
- Provides recommendations on architectural changes and design enhancements to the infrastructure that will;
 - Improve reliability, productivity, and performance
 - Reduce cost
- Prepare for company growth and acquisitions

- **Sony Corporate**

- Provides strong "hands on" technical expertise for the plan, and build of "next generation" networks, utilizing state of the art converged data technologies including but not limited to, WAN, LAN, Data Center, SAN, and Security.
- Articulates & presents these architectural visions to various levels and geographical regions within the company.
- Develops RFI, RFP, TCO, and ROI type documents for networking initiatives.
- Directly Responsible for Global organization Projects and Initiatives
 - IPv6 global implementation, including design, proof of concept, and Global rollout.
 - Global QoS standard development and rollout through out the Sony Core. Required collaboration of all the Sony Companies. Sony Pictures, Music, PlayStation, Electronics, Latin America, and Ericsson

JPMorgan Chase Jersey City NJ 2-1997 – 11-2008

VP, Global Core Network Engineering Manager

- As Global Core Network Manager, directly accountable for a globally diverse team responsible for all network solutions and operations of the global core network.
- Meet with multiple lines of businesses to understand network requirements
- Design and implements solutions that meets requirements for performance, capacity, and scalability
- Attained the number one ranking among all of Global Networks employees for the 2001 and 2002 year end performance reviews

VP Lead Network Architect

- Attained the number one ranking among all of Global Networks employees for the 2001 and 2002 year end performance reviews
- Design, configuration and troubleshooting of WAN and LAN environments including networking concepts such as advanced routing (primarily BGP OSPF and EIGRP) and MPLS networks inclusive of Quality of Service architectural design.
- Multiple RFI / RFP 's to provide solutions and or improvements related to IP enterprise class networks
- Worked directly with Cisco teams to develop Campus, Site Type, and Data Center Architecture solutions using multiple Cisco Nexus and Catalyst platforms
- Team Member to Design, proof of concept, and build a Global Core MPLS WAN utilizing Cisco GSRs
- Design, proof of concept, and build a multi site 10gb Metro Area Network in the US North East utilizing Cisco 6500 series
- Drafted, Composed, and Presented Technical Documents including
- Multiple Detailed Design Campus and Site Type Standards
- IP Addressing Standards
- Device Naming Standards
- Chaired bi-monthly Standard and Design Review meetings.
- Streamlined Cisco router and switch platforms by reducing count from 20+ to 8. This assisted in cutting costs for maintenance and increased network uptime by refreshing the older non-standard platforms.
- Streamlined Cisco router and switch software operating systems (IOS) by decreasing different versions from approximately 40+ to 10. This assisted in cutting costs for maintenance and increased network uptime by upgrading non-standard software
- Multiple design and implementation LAN / WAN projects

Education

NJ Institute of Technology – Newark NJ
Electrical Engineering

Anthem College / The Chubb Institute – Parsippany NJ
Networking and Security

Thomas Edison College – Trenton NJ Current
Computer Science

Personal

Competed and finished numerous triathlons including Sprint, Olympic and ½ Ironman distance events.

ENGINEER IV

Insightful, results-driven IT professional with notable success directing a broad range of corporate IT networking while participating in planning, analysis, and implementation of solutions in support of business objectives. Hands-on experience leading all stages of network development efforts including design, architecture, testing, and support. Able to coordinate and direct all phases of IT projects while managing, guiding and motivating other team members.

Areas of Expertise:

Network Design and Support

Redundancy Planning

Voice over IP Design and Implementation

Policy Planning / Implementation

Network Security

Call Center Queue Design

Disaster Recovery

Team Leadership

TECHNICAL PROFICIENCIES

Platforms: Windows 2000/XP/7, Windows Server 2000/2003, 2008 MS Exchange 2003, Checkpoint R55 and NGX, Nokia IPSO, various Cisco IOS versions. Cisco Unified Linux OS

Networking: TCP, UDP, IP, Frame Relay, HDLC, PPP, HSRP, OSPF, EIGRP, BGP, RIP v1&2, SCCP, QOS, Ethernet, VPN, SSH, T1/E1, PRI, ISDN, H323, MGCP, SIP, Fax relay, T.38

Cisco SW: Call Manager 4.x – 8.x, Unity/Unity Connection 4.x – 8.x, UCCX 4 – 8, Cisco Provision Manager 1 – 8, CUCME, Cisco presence 7 – 8, Unity Express, Mars, Cisco ACS

Cisco HW: 7800 series voice servers, UCS C series, 6900/7900/8900/9900 IP Phones, IPS, ASA firewalls, VG224, UC 500, various switches/routers (6500, 4500, 3750, 2900, 3650, 3900, 2800, 3800, 1800, etc)

Tools: Call Rex recording software, Informacast Paging system, EFax Server, Microsoft Visio, Microsoft Active Directory, Microsoft Office XP/2003/2010, Solar Winds, Adrem Netcrunch, Network sniffers, CRMs

ENGINEER IV

PROFESSIONAL EXPERIENCE

GroupM New York, NY

Mar/08-Present

Design & Architecture - Senior IPT Architect

- Designed Global IPT solution that services 30,000+ IP Phones
- Provides Level IV/V IPT support
- Supports 30,000+ phones globally
- Maintains and supports five IPT clusters with 100+ gateways
- Designed Interoffice Dialing and TEHO via SAF/Gatekeepers
- Implemented multiple CUCME sites that connect to the Global CUCM clusters for interoffice dialing
- Design configuration and policy standards
- Maintains Global voice budget
- Works with Cisco BU teams on new technology
- Manage and Train voice team on IPT technologies
- Trains IPT/NOC teams on voip technologies
- Collaborates with network and data center teams to maintain IPT stability
- Resolves Complex IPT system issues
- Maintains Cisco IPT system by performing software and hardware updates
- Created workflow and management changes to improve the reliability, reduce cost and anticipate company growth and acquisitions
- Maintained detailed knowledge of company network standards and global environments
- Implemented cost saving applications to increase IPT savings

Promenet New York, NY

Sep/07 - Mar/08

Voice Engineer

- Designed and implemented Cisco Voice over IP telephony environments
- Configured Cisco routers and switches in enterprise environments
- Maintained Cisco infrastructure by performing software and hardware updates
- Resolved complex Call Manager, Unity, IPCC and other IP telephony issues
- Supported and maintained multiple ACD Queues; dial plans and voice gateways
- Performed network and phone analysis on customers environments
- Planned, proposed and implemented changes in existing network infrastructure
- Identified and implemented ways to improve and promote quality through accuracy and thoroughness
- Worked closely with customers and vendors to ensure network security
- Trained IT department and end users on IPT telephony and 3rd party services

ENGINEER IV

Diagnostica Stago Parsippany, NJ Network Specialist

Nov/04-Sep/07

- Designed and implemented Cisco Voice over IP telephony environment.
- Monitored LAN/WAN traffic flow with Protocol Analyzers, Network Sniffers, and the Netcrunch Application
- Configured and maintained EIGRP, RIP, and OSPF routing protocols on Cisco routers and switches
- Installed and configured Cisco routers, switches and Aironet access points.
- Maximized network functionality by troubleshooting network outages, and scheduling upgrades.
- Maintained and improved security features on Checkpoint and Pix Firewalls.
- Established network environment by designing system configurations, directing system installation, documentation and enforcing system standards.
- Supported a Windows 2000/2003 domain by maintaining directory structure, delegating administration and monitoring replication.

Verizon Wireless Bedminster, NJ Associate Technician WDSC

April/02-Nov/04

- Network support for the Verizon Wireless Data infrastructure.
- Provided advanced technical support to employees and vendors with varied configurations related to PCs, handheld devices, modems, Blackberry, cell phones, and software.
- Provided Tier II/III level support for Verizon Wireless CDMA and CDPD technology. Service supported includes Circuit Switched Data, SMS, 1xrtt, Picture Messaging, Push to talk, Mobile IP, Mobile Office, and 1x-EVDO.
- Investigated and resolved enterprise customer's (Police departments and Utility companies) computer and hardware communication issues.
- Resolved processing problems pertaining to translations, SS7, TCP/IP and RF.
- Tested and analyzed pre-release CDMA 1x and EVDO products prior to final QA/release date.

EDUCATION & CREDENTIALS

1997-1999 County College of Morris, Criminal Justice Major
1993-1997 Seton Hall Preparatory High School

PROFESSIONAL CERTIFICATIONS

CCVP	CCNP
CCNA	Pix Firewall Specialist
A +	Network +
Help Desk Professional	CCIE Voice Theory (studying for CCIE voice lab)