

Perry L. Steele

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SUMMARY OF QUALIFICATIONS

Seasoned IT Consultant / Windows Administrator with more than 25 years of experience in the: Design, Deployment, Implementation, Upgrade, Migration and Administration of: complex, high-availability, mission critical environments.

Areas of Proficiency: (not in any particular order, have equal proficiency in each item)

- **Physical and virtual:** (VMware & Hyper-V), multi-vendor, distributed infrastructures with multiple database applications that require systems integration and interoperability.
- **Enterprise Database:** Physical design, storage architecture, implementation, migrations (ETL), integration and performance tuning. Have performed over 70 installations of Oracle and SQL Server. This includes complete setups of complex multi-instance failover cluster and parallel server environments.
- **Deployment Tools:** Microsoft Deployment Toolkit (MDT) 2013. ADK, WAIK and SCCM (2012-R2). Beginning with bare-metal server installation, have created multiple SCCM 2012-R2 environments that include: PXE, WDS, DHCP, DNS.
- **Upgrades:** Server 2003 to Server 2008-R2 and/or Server 2012-R2. Desktops from anything to anything. Proficient with User State Migration Tool (USMT).
- **Active Directory:** Design, Implementation, Administration, Migrations, Enhancements and Upgrades. Proficient with random, the domain rename tool.
- **Networking:** Design, Implementation, Performance Analysis & Troubleshooting
- **Environment Analysis:** Hardware and software reverse engineering producing infographic, topology and schematic diagrams with narratives.
- **Solutions Architect:** Hardware and software needs analysis and solutions design.
- **Disaster Recovery:** Design and implementation of sophisticated backup solutions to guarantee recovery and business continuity from all disaster/failure scenarios within recovery time objectives.
- **Problem Solving & Remediation:** Root cause analysis, divide & conquer and lateral thinking. Uncanny ability to remediate daunting problems and design creative solutions when others are stymied.
- **Systems Programming:** Administrative and deployment task automation, custom integration, interface & data migration (ETL) utilities.
- **Soft Skills:** Mastery of written and verbal English. Using Visio and PowerPoint can develop and deliver compelling presentations to management and technical audiences.

SQL Server 6.5 to 2012	Server 2000 to 2012-R2	Windows XP, 7 Pro & 8.1Pro
SQL Server Reporting Services	MS Hyper-V 2008-R2 & 2012	MS Project 2003 to 2010
SQL DTS & SSIS	RDS/VDI pooled VM's	Visio 2003 to 2013
IIS 6.0 to 8.0	VMware ESXi 5.0 & 5.1	MS Office 2003 to 2013
Oracle 7.1, 8i & 9i	AD, DNS, DHCP, NAT	Dell OpenManage Suite
Visual Studio 6.0 to 2012	ISA, TMG & Sophos UTM	BESR 8.5 to SSR 2013
Symantec Endpoint Protection	DirectAccess & RRAS	Symantec BEWS 12 to 2012
System Center CM & OM	Cisco ASA 5505 Firewall	User State Migration Tool (USMT)
MS Deployment Tools (MDT, ADK)	Windows Deployment Services	Windows Automated Installation Kit

PROFESSIONAL EXPERIENCE

Deployment Engineer **NICE/Nexidia**, Atlanta, GA

September 2015 to November 2016

Responsible for the total environment planning, preparation and deployment of: “*Nexidia Interactions Analytics*” (NIA) on both, cloud hosted, and client on-premises environments. NIA is a complex, multi-server, IIS web-based application that facilitates next-generation BI and data-mining of audio interactions from every conceivable source. The capabilities of NIA are amazing and spectacular!

Partner / Principal Consultant **No MiddleMan IT Services**, Alpharetta, GA

January 2015 to September 2015

Focus is on small businesses that need enterprise expertise, but cannot afford rates typical of enterprise consulting agencies. Current focus is on upgrading client environments to supported versions of Windows server and desktop.

- Server & Desktop OS Upgrades
- Hardware Upgrades
- P2V Migrations
- Disaster Recovery Analysis
- Design and Implementation of Bulletproof Backup & Recovery Strategies
- Active Directory: Design, Implementation, Administration, Migrations and Upgrades.
- Environment Analysis & Reverse Engineering producing: Infographic, topology and schematic diagrams with narratives.
- Needs Analysis and recommendations.

Deployment Engineer **American Insurance Group**, Marietta, GA

August 2014 to January 9, 2015

Utilize Microsoft automated deployment tools/techniques and upgrade all computers from XP to Windows 7. Client was American Insurance Group (AIG) located in Marietta, GA. Dell was the primary contractor.

- Job tasks and responsibilities were essentially identical to upgrade project at Catholic Health Initiatives in Colorado (see below).

Deployment Engineer **Catholic Health Initiatives**, Englewood, CO

March 2014 to June 2014

Utilize Microsoft automated deployment tools/techniques and upgrade all computers from XP to Windows 7. Microsoft was the primary contractor.

- Collaborate with and assist Microsoft offshore teams in Bangalore India.
- When problems are encountered, tweak production Task Sequences in SCCM test environment and evaluate for use in production.
- Perform bare metal Lite-Touch (LTI) and User-Driven Installations (UDI) on special use workstations that run uncommon, esoteric applications.
- Troubleshoot and remediate end-user issues after upgrades. Create and supply technical documentation and feedback to offshore team so reference image can be tweaked and issues avoided in future deployments.
- Use standard tools from Microsoft Deployment Toolkit, i.e. bcdboot, bootsect & bcdedit to resolve startup issues and configure special use, dual-boot workstations.
- Onboard/train new employees on infrastructure/topology basics, i.e. Active Directory, DNS, DHCP, PXE boot test and productions environments.

Principal Consultant/Windows Engineer **Durham Geo Slope Indicator, Stone Mountain, GA**

Responsible for all aspects of systems administration: architecture, database, implementation, networks, operations & support! The following are some major accomplishments:

- Single IT Manager responsible for all aspects of IT administration and end-user support. IT infrastructure provides service to apx 100 users located in: Stone Mtn. Georgia, Mukilteo Washington, Richmond BC, Canada and West Perth, Australia.
- Assumed duties without benefit of onboarding/information exchange from previous IT manager. Hardware, software and operational schema were totally undocumented. Tenaciously reverse engineered environment and produced professional documentation including logical and physical Visio diagrams.
- Primary applications include: SQL Server, Company ERP (Great Plains), on-premises Exchange Server 2010, file & print sharing and approximately ten 3rd party applications. Goal and priority has been to provide high availability to users.
- Adequate backup and recovery did not exist! Implemented a backup and recovery strategy based on Symantec System Recovery 2013 that provides both full image and granular recoveries. From this, developed a “golden image”, automated workstation deployment procedure.
- Virtualization had been inadequately implemented with VMware 5.0 and a critically needed test environment did not exist. Created a Server 2012, Hyper-V based virtual environment then replicated key VMware production servers creating a test environment. This environment was indispensable for testing of application patches, upgrades and troubleshooting. Demonstrated to management the benefits of migrating to a Hyper-V based infrastructure.
- Installed and implemented System Center Operations Manager (SCOM) & System Center Configuration Manager (SCCM).
- Using a dedicated physical server, created a Server 2012 Hyper-V, VDI pilot implementation. Presented and demonstrated working VDI system to management as a virtual machine based replacement for the current session based, “Terminal Server”.
- Devised and executed Active Directory cleanup strategy; purged literally hundreds of unused objects. Created AD policy that continuously updates a Username to BIOS Hostname report.
- Migrated users from Windows XP to Windows 7 and from Office 2007 to Office 2010.
- Single-handedly migrated four obsolete and down rev physical servers to 2012 virtual servers. As testing progressed, more than 8 undocumented (line of business) intranets were discovered. Setup IIS 8.0 on a virtual 2012 server and migrated hosting of intranet websites.
- Single-handedly upgraded “TimeClock 5.0” and SQL 2000 to “TimeClock-Plus v6.0” and SQL 2012; migrated the application from a down rev physical server to a newly created 2012 virtual server.
- Implemented DirectAccess and began a pilot evaluation; candidates selected from sales department.
- Single-handedly upgraded to a new version of client/server based Millennium (Payday-USA). Migrated server (including SQL database) from down rev physical hardware & O/S to a new 2012 virtual server running SQL Server 2012; retired 32-bit hardware.

Partner/Principal Consultant
No MiddleMan IT Services, Alpharetta, GA

October 2011 to November 2012

Focus is on small businesses that need enterprise expertise, but cannot afford the rates typical of enterprise consulting agencies. Specialty is catapulting the IT capabilities of small businesses with limited budgets that have identified the need to better utilize and leverage Information Technology.

- Operations & Support
- Technology Refresh
- Optimal Utilization
- Bulletproof Backup & Recovery

Senior Support Analyst, IT Services
Kaiser Permanente., Atlanta, GA

January 2011 to October 2011

Provide problem resolution via telephone and remote access to Northwest and Colorado regions.

Planned Sabbatical:

April 2010 to January 2011

Kevin Brown, the owner of Lords Computer and my beloved boss died of cancer. Worked with daughter and son-in-law on a multidisciplinary, high performance computing project. They had just returned to the U.S. after completing post doctorates at the Curie Institute, a leading research center in Paris, France.

Principal Consultant
Lords Computer Group Inc., Alpharetta, GA

October 2003 to April 2010

Responsible for: administration, architecture, database, development, implementation, networks, operations & support! The following are major accomplishments:

- Catapulted the IT infrastructure from a single NetWare server and 20 PC's running Windows 95 to a sophisticated Active Directory domain comprised of: 8 PowerEdge servers running a mix of: 2003, 2008 & 2008-R2. By April 2010, nearly all of the 40 workstations & laptops had been migrated to Windows-7.
- Designed & implemented a sophisticated enterprise backup and recovery solution. Utilizing Symantec Management Platform (aka Altiris Notification Server) as the foundation implemented Backup Exec System Recovery 2010 Management Solution. Capabilities include central management of backup and recovery from all disaster scenarios. This includes both data and bare-metal recovery, including recovery to dissimilar hardware. Bare-metal recovery is accomplished in less than 60 minutes.
- Designed and implemented fault tolerant RAID technology; providing highly available access to all enterprise data.
- Designed and implemented an ISA Server 2006 firewall solution in a two-host failover configuration. This solution provided high-availability, secure-access to the Internet. It also provided remote access to off-site workers via VPN and Remote Desktop.
- Designed and implemented an out-of-band (lights-out) management solution utilizing KVM over IP and Dell Remote Access Controller (DRAC) technologies.
- Scripting: Used VB6 and VB.NET to produce custom integration interfaces and data migration utilities. Automated many complex, time consuming and error-prone configuration and administrative tasks via the writing of Windows CMD scripts.
- Designed the network infrastructure, LAN and WAN, from the ground up. LAN Design, Implemented Layer-3 VLAN technology.
- Implemented a myriad of new technologies, Active Directory Group Policies, central FAX server, IIS 6.0 (we host 20 external websites) and Panda Enterprise antivirus to name just a few.

- Performance issues encountered and resolved were related to the need to do image based backups over the network. Tuning and optimization were required so backups would complete within the allocated time window.
- Implemented an entry-level integrated CRM and Accounting system. The implementation provides multi-user access to Microsoft Office Accounting 2008 (formerly known as Small Business Accounting) integrated with Outlook 2007 Business Contact Manager. The SQL server database resides on a remote Dell PowerEdge/Windows 2008 server.
- Setup and maintained an isolated network segment for testing and training. Evaluated and purchased CBT training materials.
- Established and cultivated vendor relationships. Membership in the Microsoft and Symantec Partner Programs lead to Lords receiving approximately \$60K worth of NFR (free) software for internal use (the entire Lords IT infrastructure runs on NFR software).
- Provided world-class support for the entire IT department -- front-end, back-end, desktop and users! Everything ran on NFR software obtained through membership in the Microsoft and Symantec Partner Programs. Vendor support was not available for this NFR software, I provided all support.

Partner / Principal Consultant

Dec 2001 to October 2003

No MiddleMan IT Services, Alpharetta, GA

As an independent contractor, continued to provide technical consulting services to former Ross Systems clients. Deliverables to recent clients have focused on the following technical areas:

- 1.) Platform migrations from OpenVMS to Windows 2000.
- 2.) Oracle 7.x to 8i upgrades.
- 3.) Windows NT to 2000 upgrades.
- 4.) Database and Infrastructure performance tuning.
- 5.) Backup and Recovery analysis and design.
- 6.) Systems and Infrastructure documentation.

Sr. Technical Consultant, Advanced Technology Group

July 1998 to Dec 2001

Ross Systems, Inc., Atlanta, GA

Performed complete technical setup and integration of a complex, enterprise-wide, client/server ERP application at customer sites throughout North America.

Project Management: Managed time, coordinated schedule and worked autonomously to accomplish high-level deliverables within narrow time constraints and tight consulting budgets.

Database: Performed over 50 installations of Oracle and SQL. These were complete setups of complex multi-instance failover cluster and parallel server environments. Created and populated metadata and legacy data into complex ERP schemas that each contained over 2,800 tables. Proficient with Data Transformation Services (DTS) and writing 3GL/4GL data conversion and interface programs. Devised and implemented recovery strategies.

Network Infrastructures: 1.) Performed analysis of existing environments. 2.) Designed and implemented logical topologies and subnet addressing schemas. 3.) Setup and configured DNS, WINS, DHCP, IIS, FTP and RAS servers. 4.) Installed and configured routers. 5.) Established and maintained Internet SOA records. 6.) Produced professional documentation consisting of network and data storage topology diagrams and narratives.

Win 2K AS, Failover Clusters: Assembled hardware and installed software of 2-node, single quorum, server cluster configurations. Configured clusters for both active/active and active/passive modes. Derived and created groups, resource and virtual servers. Installed Oracle 8i RDBMS and Oracle Failsafe. Tested and verified correct operation of failover and fallback.

Win 2K AS, NLB Clusters: Derived and configured: Cluster Parameters, Host Parameters and Port Rules. Used the Network Load Balancing Manager and WLBS Cluster Control Utility to accomplish administrative and troubleshooting tasks.

Storage Area Network (SAN): Specified, installed and configured large, external RAID arrays. This has included specialized host-plus-controller mirroring schemas that allow 24x7 sites to take one mirror-set offline for backup and then bring it back online for automatic resynchronization. Implemented LUN masking to prevent data corruption by unintended access to storage devices. Hardware has consisted of a myriad of: HSJ's, RAID controllers, Fibre Channel and SAS adapters.

Systems Programming: Automated many complex, time consuming and error-prone configuration and administrative tasks via the writing of sophisticated .bat & .cmd scripts. Created VB.NET based integration interfaces and data migration (ETL) utilities.

Server Optimization/Tuning: Resolving performance issues was a specialty. Remediation techniques include "divide & conquer" and "root cause analysis". Developing strategies, collecting data and identifying the limiting factor(s) were my forte & passion!

Other Employment from 1984-1998 (14 years)

- Field Applications Engineer, Broad Vision, Inc., Redwood City, CA
- Sr. Technical Consultant, Systems and Computer Technology, Malvern, PA
- Sr. Technical Consultant, Advanced Technology Group, **Ross Systems**, Inc., Atlanta, GA
- Independent Technical Consultant, EzHT, Inc., Alpharetta, GA
- Senior Systems Specialist, Customer Support Center, Digital Equipment, Alpharetta, GA
- Information Systems Specialist, Digital Equipment, Colorado Springs, CO

EDUCATION: Over 150 semester hours toward a Bachelor of Science degree. A BS degree is usually granted after completion of 120 semester hours. Unfortunately, responsibilities of life required relocations and credits from multiple institutions did not coalesce into a degree.

Courses completed include: Computer Science, Calculus, Biology, Physiology, Pharmacology and Medical Microbiology. Advanced, calculus based courses include: Chemistry, Physical Chemistry and Biophysics. Consistently on the Dean's Honor List for maintaining high GPA.

Academic goal was to earn a Bachelor of Science degree in Chemistry with the intention of applying to medical school.

- MILITARY:**
- United States Marine Corps 1970-1973. Field Radio Operator (MOS 2511/2531) Service in Vietnam. **Honorably Discharged.**
 - Air Force 1973-1977 Independent Duty Medical Technician (IDMT, AFSC 902x0C). Emergency Room, Offutt Air Force Base, Omaha, NE. **Honorably Discharged**
 - Colorado Air National Guard 1977-1978. Independent Duty Medical Technician (IDMT, AFSC 902x0C). Tactical Air Evacuation, KC-130 Aircrew. Buckley Air Force Base, Aurora, CO. **Honorably Discharged.**
 - Wyoming Air National Guard 1978-1980. Independent Duty Medical Technician (IDMT, AFSC 902x0C). Strategic Air Evacuation, KC-130 Aircrew. F. E. Warren Air Force Base, Cheyenne, WY. **Honorably Discharged.**

PERSONAL: Health & Fitness, SCUBA diving, boating and general aviation (private pilot rating).

1970 high school graduate from the world famous Boys Town. Boys Town was founded in 1921 by Edward J. Flanagan, a Roman Catholic priest.