PAUL FITZGERALD

PROFESSIONAL SUMMARY

I'm an IT Pro that specializes in architecting and implementing high quality infrastructure solutions using a variety of technologies across a number of disciplines. I've always wanted to build things, and I've had the pleasure of doing so for nearly twenty years.

I began my IT career writing web apps, then quickly moved into a role within the IT Help Desk. There, we supported employees from all around the world. Our areas of focus included laptops and desktops, Windows and Office, and many other in-house and third party applications.

I then moved into an engineering position within the infrastructure team. Over time my responsibilities shifted from supporting the IBM AIX systems to supporting the Microsoft Windows environment and finally broadened to include supporting all Microsoft technologies, developing global infrastructure strategy, and formulating policy, standards, and guidelines.

CAREER HIGHLIGHTS

- Orchestrated preparation and migration of email from an antiquated centralized on-premises system to the Google Apps platform, thus expanding capabilities, enhancing collaboration, and improving performance for employees around the world
- Launched and coordinated a global Active Directory domain consolidation project to merge ten disparate domains into a single forest and single domain, setting the stage for numerous initiatives aimed at increasing efficiency, reducing complexity, and eliminating risk globally
- Initiated, planned, and executed a global password management initiative to migrate credential management from an obsolete and inherently risky solution to Active Directory, mitigating the known security issues and greatly improving user experience for all employees
- Designed and executed virtualization and consolidation efforts using VMware in Memphis and Singapore to reduce operational expenses, increase efficiency, and improve support, thus laying the groundwork for a global infrastructure architecture strategy
- Organized preparation and migration efforts to move mail, contacts, calendars, and documents from the Google Apps platform to Exchange Online and One Drive for Business within the Office 365 suite of services to reduce operational expenses and improve user experience
- Formulated a global infrastructure architecture strategy using Dell hardware, Microsoft Hyper-V, and System Center with goals of reducing operational expenses, increasing agility, eliminating complexity through consolidation, and improving support through standardization
- Planned and executed migration from VMware ESXi to Microsoft Hyper-V in alignment with the global infrastructure architecture strategy, greatly improving performance, eliminating capacity issues, reducing operational expenses, and improving our ability to meet business needs

TECHNOLOGIES

In addition to what is described below, I am proficient in the following technologies.

- Datacenter Infrastructure (Racks, PDUs, UPSs, etc.)
- Microsoft Windows (Version 3.1 - 10)
- Microsoft Windows Server (2000 - 2012 R2)
- Type-1 and Type-2 Hypervisors from VMware, Microsoft, Oracle, etc.
- Red Hat Enterprise Linux (Version 3 - 7)
- Many other flavors of Linux (Fedora, CentOS, Debian, Ubuntu, etc.)
- MacOS X (10.2 - 10.9)
- Microsoft Office 365
- Microsoft Office (Version 3 - 2016)
- Microsoft Office for Mac (Version 98 - 2016)
- Microsoft Visio (Version 2000 - 2016)
- Microsoft Project (Version 98 - 2010)

PROFESSIONAL EXPERIENCE

Buckman International, Memphis, Tennessee
Computer Systems Engineer
August 1998 – Present

My current role includes responsibilities in the following broad categories.

- Plan, design, build, and operate systems and services on Microsoft and Linux platforms
- Set direction and define strategy related to infrastructure architecture and cloud services
- Drive adoption of new technologies that increase efficiency and decrease complexity
- Analyze business requirements and recommend solutions to support those needs
- Lead projects and initiatives to deploy infrastructure that supports business applications
- Coordinate development of policies, standards, guidelines, processes, and procedures
- Manage infrastructure components including physical servers, storage, and networking
- Manage virtualization systems utilizing Microsoft and VMware hypervisors
- Manage critical systems and services including Active Directory, DNS, DHCP, etc.
- Manage backup and recovery and disaster recovery systems for business continuity
- Maintain firmware and drivers as well as system and security updates and patches
- Consult, advise, and support remote IT staff across twenty sites in fourteen countries
- Train and mentor junior team members and remote support staff on operational processes

My current role includes setting direction, planning, architecting, deploying, operating, supporting, and acting as the primary subject matter expert for the following infrastructure components, systems, and services.

- Dell Compellent 10Gb iSCSI storage for virtualization
- Dell Networking N-Series 10Gb switches for converged networking
- Dell PowerVault Direct-Attached Storage for Veeam backup repositories
- Kemp LoadMaster appliances (physical and virtual) for reverse proxy and load balancing

- Microsoft Hyper-V (2012 R2) and System Center Virtual Machine Manager (2012 R2)
- Microsoft Active Directory Certificate Services (2012 R2)
- Microsoft Active Directory Federation Services (2008 R2)
- Microsoft Azure Active Directory and directory synchronization
- Microsoft Exchange Online (2013 - 2016) for mail, contacts, calendars, and online archiving
- Exchange Online Protection (EOP) and Advanced Threat Protection (ATP)
- Microsoft DirectAccess to supplement client VPN connectivity
- Veeam Backup and Replication (Version 8) for virtualization backups and disaster recovery
- Microsoft Lync Online (2013) and Microsoft Skype for Business Online (2015) for presence, instant messaging, audio/video calling, and conferencing for all global employees
- On-premises Microsoft Skype for Business Server (2015) with Microsoft Cloud PBX and Enterprise Voice for US-based employees (current project)
- Microsoft System Center Configuration Manager (Current Branch) for OS deployment, systems management, application management, and patch management for all client PCs (current project)

A mid-tenure role transition resulted in new responsibilities including designing, deploying, operating, supporting, and acting as the primary subject matter expert for the following infrastructure components, systems, and services. Many of the following remain current responsibilities.

- IBM Netfinity, xSeries, System x, and BladeCenter servers
- Dell PowerEdge Rack servers
- Dell PowerVault 1Gb iSCSI storage
- Quantum DXi deduplication appliances
- HP ProCurve and Dell PowerConnect switches
- VMware ESX and ESXi (Version 2.5 - 5.5) and VMware vCenter Server
- Quantum vmPRO (Versions 3.0 - 3.3) for virtualization backups and replication
- Google Apps platform and Postini for mail, contacts, and calendars for all global employees
- Microsoft Windows Server (2000 - 2012 R2)
- Microsoft Active Directory Domain Services (2000 - 2012 R2)
- Microsoft Internet Information Services (Version 5 - 8.5)
- Microsoft Group Policy and Group Policy Preferences
- Microsoft Routing and Remote Access for client VPN access using L2TP and SSTP
- Microsoft Terminal Services and Remote Desktop Services
- Microsoft Windows Server Update Services for client and server patch management
- Microsoft SQL Server (Version 7 - 2014) primarily in support of third-party applications
- Utilized Batch files, VBScript, PowerShell, Visual Basic, and VisualBasic.NET for systems management, integration, automation, and to support internally developed applications

Initial role responsibilities included deploying, managing, maintaining, and supporting the following infrastructure components, systems, and services. Few of the following remain current responsibilities.

- IBM RS/6000, pSeries, System p, and BladeCenter servers
- IBM TotalStorage and System Storage arrays
- IBM AIX (Version 4.3 - 5.3)
- Red Hat Enterprise Linux (Version 3 - 7)
- Sendmail and CommuniGate Pro (Version 1 - 4)
- Netscape and Apache HTTPD (Version 1.3 - 2.4)
- Bootable mksysb system backups and Tivoli Storage Manager (TSM) data backups
- Supported DBA with data management and backups for Oracle RDBMS (Version 7 - 11g)
- Supported system-side of third-party applications and their application owners
- Utilized Korn shell, Bourne shell, Bourne-again shell (bash), and Perl for systems management, integration, automation, and to support internally developed applications

Independent Contractor, Memphis, Tennessee
Founder and Principal IT Consultant
May 1996 – Present

Assisting small businesses and individuals with a variety of IT needs including PC procurement and support, web site design and maintenance, wired and wireless network design and management, remote access and firewall configuration and auditing, and server procurement and support.

- Familiar with Cisco ASA firewalls, Ubiquiti EdgeMAX appliances, Ubiquiti UniFi wireless hardware and Ubiquiti UniFi controller software
- Skilled with Vyatta and VyOS network operating system for software-based network routing, firewall, and VPN functionality
- Familiar with Amazon AWS (EC2 and VPC) and Microsoft Azure cloud services
- Familiar with MySQL Database (Version 3.2 - 5.1) operation and support
- Proficient with the following web technologies and frameworks
    - HTML
    - CSS
    - JavaScript
    - PHP
    - ASP.NET
    - ASP.NET MVC
    - jQuery
    - jQuery Mobile
    - Bootstrap

Buckman International, Memphis, Tennessee
IT Support Specialist
September 1997 – August 1998

- Supported global employees with focus on client PC hardware, Windows, Office, and internal applications and services
- Developed operating system and application deployment methodology

Buckman International, Memphis, Tennessee
Part-Time Associate
May 1996 – September 1997

- Supported day-to-day needs of an accredited technical library serving regional research and laboratory employees
- Developed web applications to support internal employees

EDUCATION

Christian Brothers University, Memphis, Tennessee
Bachelor of Science in Business Studies
Currently Enrolled

- Concentration in Management of Information Systems
- Enrolled in the College of Adult Professional Studies
- Currently working toward degree
- Currently maintaining a 4.0 GPA

Southwest Tennessee Community College, Memphis, Tennessee
Associate of Applied Science in Information Technology
Graduated May 2002

- Concentration in UNIX
- Member of the Phi Theta Kappa Honor Society
- Graduated Cum Laude