

Justin Owens

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Enterprise Administrator

Summary: There are times when the “what” of the moment, after addressed, must yield to the “why” of the moment. This is where Problem Management comes in. Any mature infrastructure must spend time not just addressing outages, but taking steps to reduce or prevent them. My philosophy in supporting such an environment is that it is equally important to develop and maintain good relationships with those whom you support as it is to maintain healthy and functioning systems for those whom you support.

CERTIFICATIONS: MCITP – Enterprise Administrator (70-647)
MCTS – Configuring Exchange Server 2007 (70-236)
CompTIA Security+ (2008 Edition)
ITIL Version 3 Foundation
ITIL Version 3 Intermediate Operation Support and Analysis

CLEARANCE: Secret (Inactive)

EXPERIENCE:

Fiserv

May 2013 – Present

Senior Windows Engineer / Team Lead, Windows Operations

- Addressed escalated events (both major and minor) in the form of tickets, special requests, and bridges in order to quickly restore service and try to prevent future outages.
- Liaised between Windows Operations and Problem Management for root cause analysis (RCA) for any Windows related major Incidents.
- Liaised for eighteen months with the Digital Channels business unit, becoming a platform expert in relation to the various products offered.
- Ran trend analyses to determine areas to proactively address in order to reduce incidents before they occurred.
- Established metrics reporting and held team accountable for work completed and SLA management. This included Incidents, Requests, Changes, Problems, and special projects.
- Trained team engineers in old and new technologies as well as troubleshooting techniques.
- Mentored team members toward personal and professional growth along their chosen career paths.
- Maintained operational health of Windows servers across multiple datacenters (~11,000 servers, in both a physical and virtual environment).
- Regularly engaged global support teams across four continents.

Century Solutions Group

April 2012 – March 2013

Senior Systems Engineer / IT Consultant

- Support all Clients' IT needs, both workstation and server related, including upgrades of used technologies.
- Recommend new solutions for expanding demand and growth of clients.
- Manage client to company relationships.

Cypress Communications, Atlanta, GA

April 2011 – December 2011

Manager, IT Operations / Senior Systems Administrator

- Monitor and maintain all Windows server based systems, including SQL (2005 and 2008), Exchange (2003 migrated to 2010), WSUS, Forefront, SharePoint, Active Directory (AD), Internet Information Servers (IIS), and Forefront Threat Management Gateway (TMG).
- Report on metrics for server and service uptime, ticket statistics (quantity, type, and age), and IT Operations projects to senior leadership.
- Manage and mentor system administrators and help desk personnel.
- Interface with other department heads to facilitate technology transitions as well as maintain good “customer relationships” outside of IT.
- Ensure SLAs are met for both internal IT customers as well as external customers.

United States Army Reserve Command (contractor), GA

January 2010 – April 2011

Problem Management Technical Lead / Problem Manager

- Proactively and reactively research the root cause of and provide solutions or known work-arounds for Problems in the Enterprise environment as defined by the ITIL Service Desk model.
- Interface with Service Desk, Operations, and Technical Management departments, vendors, and the United States Army Reserve Command staff to facilitate Problem Resolution and determination of root cause.
- Perform trending analysis of existing and past Incidents to proactively promote changes to the enterprise to reduce the overall number of Incidents generated.
- For reasons of confidentiality, this position is not able to reveal exact technologies and numerical scope, but they involved Microsoft technologies (Active Directory, Exchange, SharePoint, etc.) as well as other third-party applications.

AutoTrader.com (contractor), Atlanta, GA

October 2009 – January 2010

Senior Systems Administrator – McAfee Upgrade and Deployment

- Analyze current deployment of McAfee enterprise solution.
- Design and implement a McAfee Solutions upgrade: ePO, VSE, AntiSpyware, and HIPS.

National Renal Alliance, LLC, Franklin, TN/Renal Advantage, Inc, Brentwood, TN

2006 – March 31, 2009

Senior Systems Administrator/Transition Team

- Responsible for all server maintenance, upgrades, installation and repairs onsite and remotely for Windows 2000 Server, Windows 2003 & 2008 Servers (including clustering) (i86, x64, Standard, Advanced, & Enterprise).
- Maintain Active Directory locally (2 servers) and 46 remote sites (47 total sites in AD).
- Maintain Microsoft SQL 2000 and SQL 2005 database servers (defragmentation, backup scheme, etc).
- Maintain DNS, DHCP, IIS, SCCM, WSUS, Terminal Services, Print, Windows Deployment Services, SharePoint, and File Sharing (DFS) servers.
- Maintain all McAfee and Symantec antivirus applications and appliance, including ePolicy Orchestrator, VSE 8 and 8.5, and Secure Content Manager (SCM) 3200 (SPAM, Virus, and Content filtering of web and email traffic), and Symantec Antivirus 10.
- Maintain Blackberry Enterprise Server and all Blackberry appliances. Resolve break / fix issues with cell phones.
- Install and/or maintain Hummingbird DM, Project 2003, Exchange 2000, Exchange 2003, Exchange 2007 (Lab only), Numara Footprints (7,8 &9), Sage FAS.
- Maintain all server backups and offsite storage using a combination of IdealStor IBAC, Microsoft Backup, and Redgate SQL Backup.
- Planned for and upgraded Exchange 2000 to 2003, AD 2000/2003 Mixed Mode to AD 2003 Native, BES 4.0 to 4.1, McAfee VSE 8.0 to 8.5.
- Assist Help Desk with workstation administration via login scripts, AD Group Policy, remote control, and troubleshooting escalated advanced errors for resolution. Script in KiXtart, VBScript (including WMI calls), and PowerShell.

DCA Pharmacy, Nashville, TN

2005 - 2006

Information Systems Manager

- Responsible for all computer maintenance, upgrades, installation and repairs onsite at Pharmacy, including Windows NT 4 Server, Windows NT4 Workstation, Windows 2000 Professional, Windows XP Professional, and Windows 2003 Advanced Server.
- Maintain Active Directory, including users, groups, printing and DNS.

Integrity Network & Computer Solutions, Spring Hill, TN

2003 - 2005

Systems Engineer (self-employed)

- Analyzed client business practices to determine needs for backup and disaster recovery, antivirus solutions and monitoring, intranet and extranet networking (including RAS and VPN solutions), as well as other custom, specific needs for clients such as The Bookkeeper of Columbia, Family Eyecare, Diabetes Corporation of America, and O'More College of Design.
- Help clients determine best practices for online presence pertaining to name recognition and online contacts and purchasing for clients such as Good Shepherd Graphics.
- Determined HIPAA compliance for electronic portions of requirements and proposed and implemented solutions for any violations for clients such as Family Eyecare, Diabetes Corporation of America, Patterson Chiropractic and Wellness Center, MediTech, and MED of Tennessee.

HCA, Brentwood, TN

2000 - 2003

Senior Network Administrator / Local Security Coordinator

- Installed and maintain 39 Dell Power Edge Servers, running Windows 2000 Server and Advanced Server. Also set up several Power Edge servers with Power Vault external tape robots and RAID arrays, both SCSI and Fiber. Migrated these systems from NT 4 resource domain to Enterprise wide Active Directory.
- Developed and implemented backup and disaster recovery plans for all servers and key workstations using Veritas BackupExec, starting with version 7.0 and upgrading finally to version 9.0. Services included Remote Backup and SQL add in functionality. Used Veritas ExecView 3.0 to remotely monitor all backup jobs.
- Maintained existing NT 4 Resource domain consisting of two Compaq Proliant servers for PDC/BDC redundancy.
- Consolidated anti-virus control for all servers and workstations. Used Norton Antivirus 7.6 for all workstations (about 850 Dell and Compaq) through centralized monitoring and deployment server. Used Trend Server Protect, also centrally controlled, for all servers.
- Helped design and implemented paper free imaging and workflow solutions for collections, billing, accounts, and cash management departments. Used Kofax Ascent Central for remote scanning operations releasing into Hyland OnBase Workflow software.
- As Local Security Coordinator, was responsible for maintaining HIPAA compliant Confidentiality and Security agreements for all users.

HCA (contractor), Nashville, TN

1998 – 2000

Helpdesk/Exchange Server Support

- Helped on design team and implementation team of 4 for 200+ hospitals' conversion from GroupWise to Exchange. HCA had world's largest GroupWise installation, and did what Novel claimed was impossible. HCA had around 30,000 Exchange mailboxes at time of this assignment completion. Exchange layout at the time was 36 different servers, replicating three different Global Address Book view (HCA, LifePoint, and Triad Hospitals) in 9 global locations.
- Assisted with DOJ requisitions of mailboxes for legal departments, including first printing, then digital imaging of emails.
- Transferred to Help Desk when Exchange department was dissolved. Assisted via telephone any remote troubleshooting. Had highest first call resolution rate of any of the 8 Help Desk technicians (roughly 89%).

Nortel (contractor), Nashville, TN

1997 – 1998

Customer Support

- Assisted in migration of Accounting Department (~700 users) from Macintosh platform to PC platform. Migrated all users' data files and email.
- Developed and implemented training classes for all migrated users. Instruction on all aspects of Office, specifically focusing on abilities inside Office suite and general Windows "how-tos."
- Supported 1200 users at Nortel's Nashville location in Windows, Office, and all computer hardware issues. Used Dell Optiplex workstations, and became Dell certified for onsite repair of equipment and storage of spare parts.

REFERENCES: Available at <http://www.justinowens.us/recommendations.html>