

Peter H. Thomas

Objective	> To obtain a network administrator position in Southeastern Ohio.
Summary	> Experienced in customer service and support roles > Experienced in troubleshooting hardware, software and network problems > Experienced in supporting mixed Windows/Mac/Linux environments
Certifications	> MCITP Enterprise Administrator, Windows Server 2008 R2
Software Experience	> <u>Operating Systems</u> : Microsoft Windows, Debian/Ubuntu Linux, Mac OS, OpenBSD > <u>Databases</u> : Microsoft SQL Server, MySQL, Microsoft Access > <u>Mail Servers</u> : Microsoft Exchange, Icewarp, Dovecot, Exim, Postfix > <u>Web Servers</u> : Microsoft IIS, Apache, nginx > <u>Virtualization</u> : Microsoft Hyper-V, VMware ESXi/vSphere, KVM, VirtualBox
Hardware Experience	> Intel x86-Based PCs and Servers (particularly HP and IBM servers) > Apple Mac, iMac, MacBook > Watchguard and SonicWall Firewalls > HP ProCurve Switches and Wireless Access Points > Cisco Routers (minimal) > Barracuda Spam Firewall, Load Balancer, Backup Server, Phone System > Equallogic iSCSI SAN, HP P2000 FC/iSCSI SAN (minimal), Drobo NAS
Development Technologies	> <u>Languages</u> : Batch scripting, PowerShell, Shell scripting (bash/sh), PHP, Perl, C# (minimal), Python, HTML, JavaScript, CSS, ASP, ASP.Net (minimal)

Related Work Experience

IT Decisions

Network Engineer

Johnson City, TN

March 2013-Present

- Provided server, desktop and mobile support to customers both remotely and on-site
 - Designed, implemented and maintained wide area network configurations for customers with multiple locations over a variety of transmission media
 - Implemented Active Directory, VLAN and firewall configurations to facilitate compliance requirements
 - Managed backup and restore strategies for customers in physical and virtual environments
 - Planned, implemented and maintained phone system installations and migrations as the company's lead VoIP engineer
 - Planned, implemented and maintained wireless networks in various environments
 - Communicated with in-house and field support teams to ensure timely customer support
 - Coordinated team members to schedule work for best usage of available resources
 - Worked with decision-makers to plan budgets and project implementations

Saratoga Technologies

Network Technician

Johnson City, TN

May 2006-March 2013

- Lead support technician for more than 200 customers on web hosting, email hosting and spam filtering
- Member of a remote support team for more than 500 clients on server and desktop operating systems, general productivity software as well as other industry-specific software and a variety of mobile platforms
- Installed, configured and maintained various firewall and remote access solutions
- Managed backup and restore processes for the company and clients
- Installed, configured and maintained Windows and Linux web, email, DNS, database and FTP servers
- Designed, implemented and managed virtualized, high-availability application, web and email hosting environments
- Communicated with clients to determine requirements for website, application and hosting projects
- Automated various processes through the use of batch and shell scripts and various command-line utilities inside a mixed Windows and Linux environment
- Planned, implemented and maintained interoperability and data transfer between Windows and Linux systems