**Shannon Dean Linvel**

**5304 Centeridge Ln**

**McKinney, Tx 75071**

**214-310-8352**

**SUMMARY**

Increase efficiency and productivity in Information Technology by managing internal processes. Negotiate with external vendors to reduce costs and increase value of outsourced technical services. Apply my knowledge and skills in managing Network resources, Security systems as well as Phone systems.

**EXPERIENCE**

**Nextcorp\SMBSuite 09/11-Current**

*Senior Systems Engineer*

* Responsible for the design, implementation, operation and support of a Microsoft based multi-tenant managed hosting platform, LAN/WAN connectivity and backup system administration for related systems, applications and data. Other duties include existing data processing systems, including hardware, OS, upgrading, patching, security and virus protection. Design, install and tune hardware platforms that may need to support high reliability, requisite speed, redundancy and load balancing. Provide occasional desktop support and manage user’s rights and permissions via Active Directory. Manage datacenter infrastructure including power, access and environmental as needed. Be available as needed for off hours upgrades and emergency support. Maintain critical systems with an urgency and sense of ownership while maintaining a high regard to the potential effects of actions taken, to the business and its customers, in a multi-tenant, 24x7x365 environment.
* Design, implementation, and operation of Active Directory, Microsoft Exchange, Citrix/Remote Desktop Services based hosted applications, Microsoft Hyper-V virtualization environments, System Center management applications and web based hosted applications 30%
* Support server/system/user trouble tickets through software, hardware diagnostics and the use of supporting web sites 20%
* Projects, upgrades, and implementation of servers and systems 20%
* Monitor, evaluate, and prevent security/virus related issues 15%
* Support desktop and remote users 10%
* Work with vendors to evaluate solutions and specify products via purchase request 5%
* Very strong communications and analytical skills with the ability to express technical concepts effectively, in both verbal and written form
* Strong hardware/software troubleshooting and network diagnostic skills
* Experience with Active Directory, Exchange 2003 - 2010, Citrix MetaFrame XP & XenApp, Dell Servers, Microsoft Dynamics GP, Microsoft Dynamics CRM, VPN/firewalls/DNS, WAN/LAN infrastructures, MS Hyper-V, MS Remote Desktop Services, MS SCCM/SCOM/SCVMM/SCDPM, MS ISA/TMG Server, MS IIS w/ ASP.NET, MS SQL 2005/2008 installation/configuration, MS SharePoint Server, MS Clustering, Symantec Backup Exec, .NET security, PBX and/or VoIP and Cat 5 wiring skills.

**McIntosh Search (Contract) 05/11-09/11**

*Supervisor IT Infrastructure/Support*

* Supervised helpdesk IT staff and their daily functions.
* Resolved mid-level to complex technical issues and conducts routine and non-routine technical assignments and projects for the Information Technology Department under limited supervision.
* Enforced and updated helpdesk policies and procedures.
* Established work plan and directed and coordinated activities of assigned helpdesk coordinators to ensure work progresses on schedule.
* Monitored and reported service center and helpdesk performance metrics to IT management. Installs, maintains, coordinates telecommunications and server hardware.
* Maintained Microsoft Active Directory, Microsoft Exchange accounts, SAP accounts, Datastream accounts, physical security, and logical security accounts.
* Maintained technical competency with appropriate technologies including Altiris, SAP, Exchange, Active Directory, Sharepoint, Scriptlogic, Cisco, Nortel, Avaya and assisted with monitoring and resolving complex issues relating to systems, telecom, network, and security.
* Determined method in which work was performed, hires and fires, formally appraises performance, coaches and counsels employees and takes necessary disciplinary actions.

**Nexbank SSB 01/10-11/10**

*Desktop Administrator*

* Affiliate company of Highland Capital Management.
* Managed 100 users across three domains while providing infrastructure and desktop support utilizing the following systems, Cisco Unity Messaging System, VMWare VSphere, Blackberry Enterprise Server v5.0 for Exchange, Microsoft Exchange Server 2007, Symantec Backup Exec 2010., Symantec Enterprise Endpoint Protection.
* Used Active Directory to create user accts, set user and group permissions.
* Used Priviledge Manager along with Active Directory and Group ploicies to determine local rights and policy for users.
* Managed backups on EMC storage platform.
* Managed Helpdesk incident reporting system.
* Initiated and completed desktop standardization project and desktop refresh for 80 users.
* Managed virtual desktop enviroment for 20 users.
* Provided technology training and orientation for new employees.

**Highland Capital Management 04/05-01/10**

*Desktop Manager*

* Led 2 support technicians in support of 300 users in the Dallas headquarters, 12 users in the New York office, and 12 users in the London office.
* Manage Bloomberg systems for 130 Analysts at $3,000,000 per year.
* Managed AT&T Telecom contract for 240 users at $400,000 per year.
* Managed Blackberry Enterprise server for 202 users. Migrated Blackberry users from Blackberry v4.0 to Blackberry Enterprise Server v4.2, used Symantec Enterprise Vault for mail and archive management. Used Microsoft Sharepoint.
* Managed Windows Mobile device users. Managed print systems.
* Completed printer standardization and optimization for Highland Capital in which network printers increased from 14 to 62 while reducing non-networked printers from 25 to 4.
* Engaged all printers/copiers/mfp’s in an aggressive cost-per-page/copy Service-Toner-Maintenance agreement with two vendors which reduced monthly operation costs from $5412 to $2592 while increasing print quality and reliability.
* Planned and completed desktop hardware and software standardization of 300 Highland Capital employees.
* Managed Corporate security system using WinDSX.
* Managed phones for 300 users on Avaya Intuity Audix phone switch and Avaya Intuity Audix Voicemail systems.
* Configured and implemented a computer training center for user training.

**Bowne and Company 04/00-04/05**

*Support Engineer*

* Industry leader in Legal and Financial printing.
* Successfully completed network migration from Windows 95 to Windows 2000 for 275 workstations.
* Successfully migrated from windows 2000 to windows Xp for 300 workstations.
* Migrated 450+ users from Exchange 5.5 to Exchange 2000. Completed Blackberry Technical Series Seminar training.
* Setup and maintain Blackberry accounts for 20 users. Migrated Blackberry users from Blackberry v3.6 to Blackberry Enterprise Server v4.0.
* Perform synchronizations between Exchange accounts and Siebel accounts.
* Set up phones for users on Intuity Audix phone switch and Avaya Intuity Audix Voicemail systems.
* Create and maintain 450+ users on Honeywell XSM and Honeywell EBI (Enterprise Building Integrator) security systems. Setup and maintain Xerox Workcenter Pro Server and 12 Printer/Scanners stations with Network Scanning, Network Email, OCR Scanning, and Fax capabilities.
* Responsibilities also include installing end user hardware and software. Perform software upgrades, software and hardware device reconfigurations and hardware diagnostics and repairs. Train users on software.
* Develop preventative maintenance program for all computer related devices. Monitor network servers running Windows 2000 Advanced Server, NT Server 4.0, and Terminal Server.
* Maintain network backups using Arc Server 2000. Perform network restores, setup and maintain user accounts.

**Software Spectrum 08/99-04/00**

*Helpdesk Support*

* Provided Windows 98, Windows 95, and internet connectivity support for Microsoft end-users.

**Hewlett Packard 02/99-12/99**

*Helpdesk Support*

* Provided Oem end-user support for Hewlett Packard desktop, laptop, and printing systems.

**Barnett Junior High School 08/98-02/99**

*Science Teacher*

* Taught 7th grade Earth Science. Subjects covered included geology, chemistry, astronomy, and physics.

**EDUCATION AND TRAINING**

University of North Texas

Degree/Major: Bachelor of Science in Psychology

GPA: 2.66/4.00

Tarrant County Junior College

Degree/Major: Associates in Applied Science in Biology

GPA: 3.08/4.00 Associate Degree Graduated May 1998

Texas A&M University Commerce

Degree/Major: Studies focused on Engineering and French

GPA: 2.40/4.00

United States Air Force Academy

Degree/Major: Major studies in Aeronautical Engineering, Basic Sciences, French, and Military Studies

GPA: 2.00/4.00

United States Air Force Academy Preparatory School

Degree/Major: Majored in Engineering, Basic Sciences, and French

GPA: 3.20/4.00 Graduated June 1987

**SOCIAL ACTIVITIES**

Founded Non-Profit organization Air Force Falcons Youth Sports LLC in 2010. Its mission is to teach and train youth between 2nd grade and 8th grade servant leadership.