

Wesley D. Dewsnup
239 East South Temple #302
Salt Lake City, Utah 84111
(801) 915-5567
admin@wesleydewsnup.com
www.wesleydewsnup.com

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Attn: Human Resource Department

Are you searching for an experienced and skilled Linux Admin for your organization? I would like to introduce myself and gain an opportunity to talk about the organizational requirements, goals, and strategic objectives of your company. My enclosed resume will provide the required information about me and my career.

Since 2007, I have been Senior Network Analyst with R Systems Solutions, Inc. I have participated in a number of maintenance projects, which impact a worldwide subscriber base. I have excellent communication skills allowing me to develop efficient networks, both inside and outside the organization, fostering successful short-term and long-term organizational goals and objectives. I continually strive for better utilization of my technology-knowledge in order to meet and exceed company requirements.

My technical background includes in depth knowledge in both enterprise hardware and software. Previous projects granted me the benefit of compiling custom kernels and modules; also customizing firmware on Linksys routers for additional services. I have fluency in database management and development. My experience includes managing small and large scale projects, delivering functional results within time limits and budget constraints.

I believe that my experience and qualifications are a perfect blend for your organizational needs and goals. Please contact me via the above telephone number or email me at admin@wesleydewsnup.com.

Thank you for reading my resume and for your consideration.

Sincerely,



Wesley D. Dewsnup

Enclosure Resume

Wesley D. Dewsnap

239 East South Temple #302

Salt Lake City, UT 84111

+1 (801) 915-5567

admin@wesleydewsnap.com

www.wesleydewsnap.com

SUMMARY

Skilled Technical Analyst with over 7 years of experience in the IT field. Experienced with troubleshooting Linux and Windows Operating Systems, Macintosh, backups and server hardware. Enthusiastic individual with solid multi-tasking abilities, while maintaining quick response to high priority matters.

TECHNICAL SKILLS

Linux (Gentoo, Redhat, Ubuntu, Suse, Mandriva), Windows 2000/2003/2008 Server, Domino Server, MySQL (for Linux/Windows), MAC OSX, Windows Vista/XP/ME/98/95, Windows 3.11, Exchange 5.5/2000/2003, Ghostcast, VM Ware, Virtual Box, MS Word, MS Publisher, MS Access, MS Excel, MS Power Point, MS Project, MS Visio, Adobe Page, Adobe Illustrator, Adobe Photoshop, Macromedia Dreamweaver, Corel Word Perfect, Corel Draw, Corel Quattro Pro, Open Office, Eudora, MS Outlook, Lotus Notes, Novell GroupWise, Thunderbird, Firefox, Safari, VNC, Remote Desktop, Samba, Apache, Asterisk, TCP/IP, FTP Services, DHCP, HTTP, SFTP, SMTP, NTP, VOIP, VPN services, Network Routing, LAMP Setup and Tomcat.

PROFESSIONAL EXPERIENCE

i365, A Seagate Company

Salt Lake City, UT

Installation and License Fulfillment Engineer June 2010 to Present

- Manage personal workload, tickets, and appointment with both clients and fellow co-workers.
- Work with coworkers to ensure all aspects are in place for a client's new or upgraded installation of EVault Backup solution.
- Collaborate with clients over the phone, email, and online screen sharing sessions to setup the EVault Backup Solution on Windows, Linux, Unix, Solaris, and IBM I Series systems; and provide basic training.
- Setup the EVault Express Recovery Appliance (ERA) once it has been delivered to the client's site. This includes correcting hard drive partitions if needed, installing the EVault Director and Software CentralControl software, and the Splunk monitoring software. In the case of using an appliance to seed the initial data, I would also setup and provision the Quick Ship Module (QSM) for the ERA to initially replicate too. Upon successful initial replication of all data selected for backup, I facilitate the shipping the ERA back to the i365 Datacenters and organize for the data to be imported from the QSM to the Cloud. I re-configure the ERA to replicate directly over-the-wire to the cloud after import from the QSM is complete.
- Maintain the status of my projects and tickets with the SalesForce System.
- Created and documented many procedures for my team to follow when setting up clients with the various EVault Backup solutions and offerings.

R Systems (Webconverse)

Salt Lake City, UT

Senior Network Analyst Mar 2007 to June 2010

- Monitor and analyze network and system health for Production Data Center, SAC (Staging Area Center) and Development Environment in Redwood Shores, California and Backup (failover) Data Center in Seattle, Washington and report issues and synergistically resolve issue with system administrators.
- Data Center health monitoring for Oracle, Hitachi SAN servers, Solaris 9 & 10 and Exchange Servers. Network Integrity and health monitoring services include hard drive space, process monitoring, CPU usage, NIC card, server fans, partition space, services ranging from NTP (network time protocol) to java services to reduce load issue and Oracle database services.
- Monitoring Tools: BigBrother, NetCool, Spotlight for the Exchange cloud, Outlook, Putty, Confluence (Enterprise Wiki).
- Initiate communication for all system maintenance, monitor, track and record maintenance progress and any additional testing or tasks required.
- Full system health checks after all maintenance is complete. Verify services are up and running, monitor error reporting, verify thread count doesn't exceed maximum limit, check all systems are online, response times for active hosts and review script report server up time.
- Initial and primary point of contact with external partners (ISPs, Carriers and all IT contractors).
- Monitor Good Technology corporate websites and online portal.

Software Analyst & Database Analyst Mar 2006 to Mar 2007

- Installed My SQL (Linux distribution) naming instance, creating tables, added and edited data using the Select, OrderBy, Insert and Update commands for Intranet website.

- Created Slackware 10 with a KDE desktop supporting Apache, PHP and MySQL for development of in-house intranet site.
- Network Administrator of Lab Domain which includes Exchange Server, Active Directory, Windows 2003 R2, Domino 7, VM Ware and Good Servers; included assigning IP addresses on subnet.
- Assist team members and customers with Exchange 2003 to Exchange 2007 migration, setting mail store permissions and proper configuration for mixed mode environments with an Exchange 2007 server in their environment.
- Administer VB Script to enable SendAs Permissions to all Built Groups in Active Directory.
- Create knowledge based articles for the internal website solution database, which highlights error resolution.
- Serve as escalation contact for unresolved problems referred by supervisors and other analysts.
- Decrypt, parse and review server logs and device logs for escalations.
- Prepare documentation and coordinate with engineers to resolve coding issues on server and/or device bugs.
- Write server and device feature requests on behalf of the customer.
- Provide support for worldwide corporate technology administrators for Good Messaging software on Treo, Windows Mobile, RIM, G100 and Symbian handheld devices for installation and setup.
- Provide support for global address list and Exchange Servers 5.5/2000/2003/2007, Active Directory on Windows Servers 2000/2003/2008, Names. NSF on Domino Servers 6.5 & 7.
- Consult with wireless carriers for data service issues and proper data plan configuration.

University of Utah

Salt Lake City, UT

I.T. Technician Nov 2005 to Feb 2006

- Responsibilities included replacing damaged/aged components and systems, deployed workstations and servers, created images, system updates and restorals for faculty and University departments.
- Maintain Windows servers and Mac & Windows desktops.
- Drafted documentation for students and faculty to connect to new Microsoft Exchange 2003 email service; which included a full migration from Novell GroupWise.
- Ensured network connectivity and periodic malware and virus screening.

Utah Valley State College

Orem, UT

I.T. Technician/Help Desk Feb 2005 to Nov 2005

- Provide staff and faculty phone and onsite support of printers, network and workstations.
- Supported private and college deployed PDAs and synchronization software.
- Routed CAT5, configure switches, routers and networks. Roll out new and updated software, created Ghost images and system restorals.
- Assisted students with online course and support system login failures.
- Instrumental in re-designing and implementing a new network printer subnet.

Colombia Analytical Services

Redding, CA

Data Analyst/System Administrator Jul 2003 to Oct 2004

OTHER EXPERIENCE

- Within 48 hours designed and deployed website (hosted on Linux server) to raise money for my wife's uncle, allowing him to rebuild his home after Typhoon Ondoy/Ketsana destroyed his village.
- Created, maintain and own two online stores leveraging ZenCart for the Online Store portion and PHPBB3 for Support Forum. Utilizing MySQL for the backend database and Apache web service via Linux servers.
- Design and Administer Linux OS Online Gaming Service, which includes private Battle.net server, Westwood Online, Neverwinter Nights, FreeLancer server (virtualized Windows 2003 Server via Virtual Box environment), Wolfenstein Enemy Territory, Team Speak server, Ventrillo server, PHPBB3 Community Forum, ProFTPd, Battle.net Statistics Site and server online/offline status script all hosted via Apache.
- Installed and configured Asterisk VOIP server for personal usage.
- Utilize Remote SSH Administration of Gaming Servers with IP Tables for routing and firewall protection.
- Installed and configured Tomcat and successfully installed and activated a webapp.

EDUCATION

University of Utah

Pursuit of Bachelor of Science

Utah Valley State College

Associate Degree 2005