
- Senior Network Systems Engineer -

OBJECTIVE:

I am seeking an opportunity where my 18+ years of hands-on Information Technology experience can be utilized to benefit your organization.

TECHNOLOGICAL COMPETENCIES:

Microsoft Windows NT / 2000 / 2003 / 2008 Server Administrator / Support / AD AS/400 • Novell Netware 3.12 / 4.0 • Linux • Macintosh • VMware ESX
Microsoft • Oracle • Symantec • CA • Ipswitch • Intuit • Corel • Adobe • Google
Citrix • Cisco • Fortinet • Juniper • MS Access / SQL & Oracle Database support
Ethernet / Token Ring / Fiber Optic Topologies • TCP/IP • LAN / Metro / WAN
Various Hubs, Routers, Switches & Firewalls • Backup Exec • Arcserve

PROFESSIONAL EXPERIENCE:

Peak 10 Data Center Solutions, Inc. **Tampa, FL** **11/07-Current**
Senior Systems Engineer

My responsibilities include providing leadership and support to our local market NOC staff in supporting our customers and the managed service offerings we provide from Peak 10. Some of the managed services we provide include 24/7 SNMP monitoring of customer equipment, firewall management, anti-virus management, patch management, backup management, tape rotation services, etc, I am also responsible for the provisioning, setup and installation for all new virtualized managed services customers that come in to our data center. I supply essential instructions and user maintenance procedures suitable for all functions of supporting our customer base. I also assist in sales meetings as a technical advisor when necessary.

Noah's Place Animal Hospital **St. Petersburg, FL** **08/05-11/07**
Network Administrator

My responsibilities include providing leadership and support to the Noah's Place staff and administrative personnel in the use of (40) existing Windows 2000/XP computer systems, (1) Windows 2000 SBS, (1) Windows 2003 Server and (1) video surveillance system. I am also responsible for managing a hospital expansion project which includes designing the infrastructure of the building's local area network, telephone system, video surveillance systems and related equipment. I am responsible for the design, installations, upgrades, configurations, repairs and maintenance of all computer hardware, software, and local area network hardware systems and infrastructure. I evaluate, test, and recommend appropriate technology for use within the organization. I respond to telephone calls, email and personnel requests for technical support and I document, track, and monitor the problems to ensure a timely resolution. I maintain all computer hardware, software and network systems documentation. I help business operations utilize information systems to improve efficiency. I also perform all other duties and tasks as assigned by the management team.

Thomas Rowley

4528 40th Avenue North • St. Petersburg, FL 33714
Home: 727.522.5251 • Mobile: 727.517.6975
E-mail: thomas-rowley@hotmail.com

Velocity IQ, Inc.

Pinellas Park, FL

01/05 - 08/05

Network Field Engineer

My responsibilities included information technology sales and support for many Tampa Bay area small businesses. My job required a vast knowledge of different computer hardware and software issues, and I used these skills to troubleshoot, repair and provide new technologies to fit the customer's needs. Most of my clients had Microsoft NT/2000/Server 2003, Active Directory, MS Exchange Server 2000/2003, Veritas Backup Exec or CA Arcserve, and Norton Anti-Virus Corporate Edition (or another anti-virus solution) installed at their sites. Along with standard network administration, I provided onsite desktop support to the end-users. I also performed database maintenance, website support, data recovery, and spyware / trojan / virus removal to the many different customers along the way.

Forensic Technology, Inc.

Largo, FL

05/01 - 11/04

Customer Support Engineer

My responsibilities included installing and supporting forensic based products developed to fight crime adopted by US Department of Justice as well as other law enforcement agencies around the world. My job included building, maintaining, and upgrading the associated computer systems as well as providing remote and onsite support for our customers. Additional responsibilities included Oracle database administration, Cisco router configuration, as well as quality control and preventative maintenance tasks. While employed with FTI, I obtained US government secret security clearances and traveled all over the world to different customer locations. I was often utilized by the FTI management team to visit sites that had serious issues that needed resolved as they were confident that I would resolve the issues quickly and ease the customer's frustrations. I was also looked upon as a leader during many projects as well as trained many new employees.

Global Data Technologies

Clearwater, FL

12/99 - 01/01

Network Engineer

My initial responsibilities included the purchase and implementation of redundant network providers, servers, router, switches, and a firewall solution. The facility, which included sufficient air conditioning and power requirements, was completely operational after only two months. My responsibilities then included continual network design and implementation, installations, upgrades, configurations, repairs and maintenance of all existing and future computer hardware, software, and local area network hardware systems and infrastructure, as well as management of the network operations center that was being utilized as a web hosting and collocation facility. I had the opportunity to work with and configure many different server platforms (including Windows NT/2000 and Linux) that provided web hosting, email, dial-up, e-commerce, terminal services and SQL based solutions to over (375) customers. I also trained individuals to setup, manage and maintain current and future customers in all phases of our internet services offered. The business partners made a decision to pursue other career interests and sold the company to an existing ISP in December, 2001.

Knight Enterprises

Clearwater, FL

08/97 - 12/99

Network Administrator

My responsibilities included supporting a network consisting of (1) Novell Netware3.12 server and (2) Windows NT 4.0 servers. I supported approximately (85) users between (6) locations. My initial job was to convert all users from a Novell Netware environment to Windows NT 4.0. Then I was the technical lead on converting a DOS based accounting package (ACCPAC Plus) to a Windows GUI environment on a Pervasive SQL Backend. Other responsibilities included daily operations on the file servers (backups, file security, etc.), maintenance of a Samsung ProStar phone switch, and maintenance of all other office equipment. I provided software support and installation to end users primarily using Microsoft Office and Solomon IV accounting software. I also developed (15) different Microsoft Access databases currently being used by the company in their day-to-day operations. During my employment with Knight, I had the opportunity to start a web hosting service. My responsibility included the purchase of new hardware (routers, switches and servers), all software purchases, and installation and configuration of the new hardware and software. The continual maintenance of the network operations facility occurred as I managed daily operations for the rest of the company. In 1999, we attempted to merge the Internet business with a local Value Added Reseller (VAR), but Knight decided to go in a different direction. I chose to continue my career with the VAR and the ISP opportunity.

Pall Aeropower Corporation

Pinellas Park, FL

04/95 - 03/97

Network Administrator

While employed at Pall, I helped implement and support a wide-area network including (3) AS/400s, (1) Novell NetWare 3.12 server, (1) Novell NetWare 4.1 server, (1) Lotus Notes 4.5 server (OS/2), (3) Windows NT 3.51 servers, and (1) RightFax server. My responsibilities included daily operations on the servers as well as hardware and software support to over (400) end-users between (3) locations. I participated in a 3-week project that consisted of re-wiring our entire office building (Category 5 and fiber optic, including network and telephone). I also assisted on the conversion / upgrade of a DOS-based accounting package (ACCPAC Plus) to a Sybase/SQL-based accounting solution (Hyperion Financials) that lasted approximately 7 months.

BIC Corporation SMD

Clearwater, FL

03/93 - 04/95

Support Specialist

While employed at BIC SMD, I worked as a computer operator/help desk clerk supporting an AS/400 network, (2) token ring networks and (1) Ethernet network. I supported over (50) PC and Macintosh environments, (80) dumb terminals, as well as daily operations on an AS/400. I also worked as a graphic artist.

Trader Publications, Inc.

Clearwater, FL

10/90 - 03/93

Macintosh Graphic Artist

While employed at Trader Publications, I started working in the darkroom as a film developer. I then moved on to another opportunity in the stripping department. Finally, I worked on a Macintosh computer building ad layouts and scanning photo images for a national photo publication on a nightly deadline. I also participated in a project to convert Macintosh users to PC users.

Thomas Rowley

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E-mail: thomas-rowley@hotmail.com

OTHER EXPERIENCE:

I owned and operated a retail store location from 1992 through 1997 providing sales and service averaging \$300,000 yearly to over 1500 customers, which included many small businesses. Due to the fact that I wanted to devote more time to my career as an IT professional, I closed the operation in 11/97.

EDUCATION:

Carrollton High School - Carrollton, Ohio - Graduated in 1988

New Horizons Learning Center - Clearwater, Florida
Windows NT Administration, Service and Support / Networking Essentials
June, 1996

REFERENCES:

Dr. John Hodges • Owner • Noah's 24-Hour Animal Medical Center
Office Phone: 727-522-6640 • Mobile Phone: 727-418-4335
Email Address: h.dr@verizon.net
Reference Type: Professional

Alexander J. D'Atri • Customer Support Manager • Forensic Technology, Inc.
Office Phone: 727-373-1442 • Mobile Phone: 727-235-1035
Email Address: alex.datri@contactft.com
Reference Type: Professional

Eric Green • Field Support Manager • Forensic Technology, Inc.
Office Phone: 727-373-1444 • Mobile Phone: 727-235-1037
Email Address: eric.green@contactft.com
Reference Type: Professional

Donna Bentley • Vice President • Knight Enterprises
Office Phone: 727-524-6235
Email Address: dbentley@knight-enterprises.com
Reference Type: Professional

Nancy Vellucci • Owner • Ace Computer Solutions, Inc.
Office Phone: 727-726-6443
Email Address: nancy@acecomputersolutions.com
Reference Type: Professional

Rob Belin
Home Phone: 727-771-7795 • Mobile Phone: 727-244-8700
Email Address: robor007@yahoo.com
Reference Type: Personal