

ARTHUR E. KNOWLES

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INFORMATION TECHNOLOGY SPECIALIST

Accomplished and service-oriented IT systems professional with approximately 20 years of experience building and optimizing Windows server and client environments, applications, and mainframe systems for business customers in diverse industries. Accomplished trainer and project leader with exceptional writing, interpersonal and presentation skills; able to direct multiple tasks effectively, provide clear technical instruction easily grasped by audiences of any skill level, and forge positive working partnerships based on outstanding customer service.

AREAS OF EXPERTISE:

- IT Infrastructure Development
- Network Engineering & Administration
- System Installation & Configuration
- Programming & Coding
- Performance Analysis & Improvement
- Technical Writing & Group Training
- User Support / Help Desk Operations
- Client Relations & Vendor Management

TECHNICAL PROFICIENCIES

- Certifications:* Microsoft Certified IT Professional (MCITP) for Enterprise Administrator, Enterprise Messaging Administrator on Exchange 2007, SharePoint Administrator 2010, and Dynamics (CRM 4.0). Microsoft Certified Professional Developer (MCPD) SharePoint 2010. Microsoft Certified Technical Specialist (MCTS) for Microsoft SQL Server 2005 Implementation & Maintenance, Microsoft Windows SharePoint Services 3.0: Configuration, and Business Desktop Deployment. Microsoft Windows Server 2003: Microsoft Certified System Engineer+ Security (MCSE+ Security), Microsoft Certified System Engineer (MCSE): Messaging. Microsoft Certified Professional (MCP ID: 894), Microsoft Certified Trainer (MCT), Microsoft Small Business Specialist, Cisco Certified Network Professional (CCNP), Cisco Certified Design Associate (CCDA), VMware Certified Professions (VCP) 4, VMware Certified Professional (VCP) 5, CompTIA Security +
- Server Operating Systems and Software:* Virtualization: Microsoft Hyper-V, Virtual Server 2005 R2, Virtual PC and VMWare ESX/ESXi 5.x, 4.x, 3.5, Server 2.0, Workstation 7.x, 8.x, and VMFusion 2.0/3.0, Citrix XenServer 5.0. Microsoft: Windows Server 4/200/2003/2003 R2/2008/2008 R2, Exchange 5.5/200/2003/2007/2010, SQL Server 4.2/2000/2005/2008/2008 R2, SharePoint 2003/2007/2010, IAS Server, SNA Server, Small Business Server 4.5/2000/2003/2008, Adobe: LiveCycle ES, ES2, & ES 3.0. Sybase SQL Anywhere 10. IBM: OS/2 1.x/2.x/3.x, UNIX: Solaris and Linux (CentOS, Fedora, Ubuntu, Openfiler, etc.), Novell: Netware 2.x/ 3.x/ 4.x
- Server Hardware:* HP C7000 chassis with GL480c & GL460c blades, P4500 SAN, DL380 G2/G5/G6/G7 servers, & x1400 G1/G2 Windows Storage Server NAS, MSA 1000 SAN. Overland Snap Server 410 NAS. Dell PowerEdge servers. IBM System/x Servers.
Home Office Configuration: Dell PowerEdge T410
- Client Hardware:* HP xw4600, xw8600 &, Z200 workstations. HP 8740W laptops. HP 6330T, 5540T & T4430 thin clients. Lenovo T400, T410, W500, W510, & W700 laptops.
- Cisco Hardware:* Cisco PIX-515 firewall, Cisco 2651XM & 2620 routers with WIC-1ADSL, Cisco 2960G & 3548XL switches, Dell 5324 switch
- Deployment & Administration Tools:* Microsoft: Systems Center Virtual Machine Manager, System Center Operations Manager, System Center Configuration Manager, Windows Deployment Service, Windows Deployment Toolkit, Windows AIK, Application Compatibility Toolkit, Sysinternals, VMware vCenter 4, 5, Perfect Disk 10/11/12, Symantec: Backup Exec 11/12/2010, Backup Exec System Recovery 8.x, 2010, EMC: Avamar 4.x/5, Track-IT! 8.x/9.x
- Client System Software & Tools:* Microsoft: Windows, Office, Visio, Project, Linux: Fedora, CentOS, Ubuntu, OpenOffice, Apple: OS X & associated software, Adobe: Premier, Photoshop, Acrobat, Sage MIP, ADP Payroll, Millennium 3, Numerous other software packages
- Languages:* COBOL (68, 74, 85), C, C++, C#, FORTRAN (IV, V, 77), BASIC (IV, V), ALC, PASCAL, EDL, DCL, DM

PROFESSIONAL EXPERIENCE

TMTANF, THERMAL, CALIFORNIA

9/2009 - PRESENT

System Administrator

- Provided hands-on administrative support for a 10 site network consisting of 3 primary sites utilizing VMware ESxi 5.x, 4.x and HP/Lefthand P4500 SANs. 7 remote sites utilizing Windows Server 2008 R2 Hyper-V and DAS local storage or iSCSI based network storage.

Key Achievements:

- Consolidated physical servers by utilizing Microsoft and VMware virtualization products and clustering technology to provide increased efficiency of physical hardware, reduce total cost of ownership, and increased system/service uptime.
- Implemented session - Remote Desktop Services (RDS)/Terminal Server (TS) - and host based - Virtual Desktop Infrastructure (VDI) - solutions utilizing Windows Server 2008 R2 with Remote Desktop Services (RDS). Remote Desktop Session Host, Remote Desktop Virtualization Host, Remote Desktop Licensing, Remote Desktop Connection Broker, Remote Desktop Gateway, and Remote Desktop Web Access services.
- Installed and configured Adobe LiveCycle ES/ES2 process automation and management.
- Implementing SharePoint 2010 portal to improve end-user collaboration and document management.
- Supervised technical desktop support staff to provide remote and hands-on support to end-user pool of 350 users.

Recent Experience:

- Created new domain based on Windows Server 2008 and migrated existing computer and user accounts prior to retiring old domain. Upgraded all servers to Windows Server 2008 R2. Installed, configured, and administered Exchange Server 2007 system consisting of multiple CCR nodes, transport servers, client access servers (CAS), and hub servers.
- Implemented Public Key Infrastructure (PKI) server and RADIUS servers to provide nonrepudiation of digitally signed documents and integration of CISCO WAPs with existing Windows domain.
- Implemented Windows Deployment Services (WDS) and Windows Server Update Services (WSUS) servers to infrastructure to provide local per site ability to image and update workstations, laptops, and servers while conserving WAN bandwidth and decreasing implementation time.
- Provided installation, setup, and configuration, of Fiscal department ADP, MIP, and Millennium 3 software packages, Compliance department, TAS (Social Service application) composed of three Windows 2008 R2 terminal servers and Sybase 10 database, and primary Lab consisting of a Windows Hyper-V server with 30 virtual machines and 30 HP T4320 thin clients.
- Installed, configured, and administered virtualization hosts for Microsoft Hyper-V and VMware ESXi in production and lab environments. Hyper-V lab environment consisted of 40 HP T5540 thin clients using Microsoft RDP to connect to random Hyper-V hosted virtual machines configured with Windows 7 and Microsoft Office 2010.

- Installed, configured, maintained, and administered HP P4500 SANs consisting of two physical sites of 4 nodes. Created, deleted, or migrated LUNs for use with Microsoft Hyper, VMware ESXi, and physical hosts.
- Installed, configured, and administered virtualization host for VMware View. Set up multiple virtual machines using VMware vCenter, View Composer, Connection Server, and Transport Server for evaluation and comparison to Windows Server 2008 R2 virtual desktop pools.

ROBERT HALF, Ontario, California

3/2009 – 9/2009

Principal / IT Consultant

- Provided hands-on administrative support for an aging Windows 2000 domain infrastructure. Stabilized and migrated systems to new versions of operating systems. Added additional Exchange 2003 server and configured Outlook Web Access. Reconfigured existing backups and assured compliance with existing SLA. Provided basic day-to-day administrative support.

Recent Experience:

- Migrating existing physical servers to virtual servers to improve reliability and performance. Utilized existing HP Blade infrastructure to completely migrate existing Windows 2000 domain to a Windows 2003 domain infrastructure.
- Rebuilt existing TAS Windows 2008 terminal servers to provide fault tolerance using the session based broker service. Installed and configured the Terminal Server License Manager.

KNOWLES CONSULTING, Fallbrook, California

1993 – 3/2009

Principal / IT Consultant

Develop state-of-the-art technical solutions that leverage Microsoft products to meet demanding network and business operation needs. Plan and complete design, installation, and configuration of complete network infrastructure, including servers (Web, email, file, printer), workstations, DNS, DHCP, and WINS. Work remotely and onsite with clients to provide support, maintenance, and custom coding for applications and system components. Deliver full range of help desk and project oversight that includes requirements generation, vendor management, technical training, and user support.

Key Achievements:

- Maintained outstanding track record of client satisfaction with lengthy retention records; recognized for delivering cost-effective solutions focused on meeting customer needs over personal sales.
- Skillfully leveraged existing tools in combination with new processes to improve network security and reliability while slashing customer costs.
- Designed, developed, and implemented Windows NT training workshops covering basic user, administrator, and developer levels for classes of approximately 30 AT&T and Horizons Technology Incorporated employees.
- Streamlined dialogue between third-party manufacturers and online members as Forum Manager of Portable Computers Forum on The Microsoft Network.
- As part of a team provided SQL Server database administration to support development of a custom web based decision support system utilizing SQL Server databases.

Recent Experience:

- Implemented various in-house virtualization projects utilizing Microsoft Windows Server 2008, Virtual PC 2005 (server based product), Virtual Server 2007 (client based product), and VMware ESX/ESXi 3.5 (Hypervisors). Utilized virtualization to provide laboratory migrations of client data (SQL Server 2000 to 2005, Exchange

Server 2000/2003 to 2007, etc.) prior to on-site migration, provide safe and effective platforms for development of code or scripts, and gain hands on experience with Microsoft products (Sharepoint, System Center, Operations Manager, CRM, etc.).

- Designed and implemented networking infrastructure for Pata Financial. Other tasks included:
 - Installed, configured, and maintained Small Business Server 2003 server. Configured server to host mail, web services, and shared folders for third party mortgage application.
 - Installed and configured Microsoft Dynamics CRM 4.0 for evaluation.
 - Installed operating systems and Microsoft Office on client computers.
 - Provided 24 x 7 help desk support.
- Designed and implemented networking infrastructure for Westover Management, Primaflora International, and Belmonte Management. Tasks included:
 - Migrated and consolidated multiple Windows Server 2000 domain controllers, Exchange 2000 server, and SQL Server 2000, to one Small Business Server 2003 server. Requirements included maintaining the existing user and computer account database, shared folders, and permissions.
 - Provided remote, or on-site, administration and maintenance services for servers and client computers. Maintained system performance proactively using performance monitor to look for system bottlenecks and correct them before client noticed any system degradation. Installed system updates, service packs, anti-virus software, etc.
 - Installed and configured Certificate Services to provide an internal use public key infrastructure. Provided secure socket layer (SSL) access to Exchange Outlook Web Access (OWA) to solve business needs for sales associates while traveling to foreign countries. Implemented Outlook Mobile e-mail access for Windows Mobile computer users.
 - Installed and configured SQL Server 2005. Provided routine administrative and maintenance services.
 - Installed and configured Sharepoint Server 3.0.
 - Installed, configured, and maintained office network and client computers using Windows XP Professional and Office 2003 productivity suite.
 - Worked as liaison to Internet Service Provider (ISP) to install and configure DSL and T1 lines in office. Modified server services to implement secure access to the Internet from the office and provide a secure access methodology for remote users.
 - Migrated Windows XP Professional installation to Mac OS X (10.6) using VMware Fusion 2.0. Configured VMs. Configured MacBook Pro and XP Pro computers for interaction on a shared workgroup (at home office) and domain (at office) based network.
 - Provided 24 x 7 help desk support.
- Provided sub-contracting services to Eagle Creek Services for various opportunities. These opportunities included the following tasks:
 - SQL Server 2000 performance tuning, database administration, and implementation of Transact SQL stored procedures, triggers, views, etc. to aid the ASP development team's design goals.
 - Installation and performance tuning of Windows Server, Exchange Server, and ISA products.

- Installed and configured Microsoft Internet Security and Acceleration Server (now known as Internet Security and Acceleration Server – ISA) for Hutchins Associates as a firewall and virtual private network (VPN) solution.

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Previous experience in Programmer Analyst roles with the Bureau of National Affairs, Computer Sciences Corporation, and Datamatics Automated Correspondence

EDUCATION & CREDENTIALS

Microsoft and Cisco Certification Programs

2008 - Present

AMERITEACH REMOTE CLASS	CONFIGURING, MANAGING AND TROUBLESHOOTING MICROSOFT EXCHANGE SERVER 2010
CED SOLUTIONS BOOT CAMP, Fort Lauderdale, FL	Cisco CCNP
AMERITECH BOOT CAMP, Denver, CO	Microsoft Certified Professional Developer SharePoint 2010
TRAINING CAMP BOOT CAMP, San Francisco, GA	VMware Certified Professional 4
TRAINING CAMP BOOT CAMP, Atlanta, GA	GoVirtual VMware 4
MICROSOFT SUMMIT, Redmond, WA	Microsoft Certified Trainer
CED SOLUTIONS BOOT CAMP, Atlanta, GA	Microsoft Certified System Engineer & Cisco CCNA

Diploma in Computer Programming

COMPUTER LEARNING CENTER, Springfield, VA
 620+ hours course study, Distinction Graduate - GPA 4.0

Coursework toward Bachelor of Science in Computer Science

UNIVERSITY OF WYOMING, Laramie, WY

Publications

- Contributing Author, "Using Microsoft Windows XP", Que, 2004.
- Author, "Windows NT 4 Optimization & Tuning," Coriolis Group Books, 1998.
- Author, "Microsoft Internet Information Server 3," Sams.Net, 1997.
- Contributing Author, "Windows NT Server 4.0", Que, 1997.
- Author, "Microsoft BackOffice Survival Guide," SAMS Publishing, 1996.
- Co-Author, "Designing & Implementing Microsoft Internet Information Server 2", Sams.net, 1996.
- Contributing Author, "Windows 3.1 Configuration Secrets", IDG Publishing, 1994.
- Contributing Author / Technical Editor, "Windows NT Unleashed", SAMS Publishing, 1994.

Associations

- Member, Microsoft Partner Program
- Cisco Partner Program

Certification Logos

 Microsoft CERTIFIED <small>IT Professional</small>	Enterprise Administrator on Windows Server® 2008 Enterprise Messaging Administrator on Exchange 2007 SharePoint® Administrator 2010	 Microsoft CERTIFIED <small>IT Professional Technology Specialist</small>	Applications for Microsoft Dynamics CRM 4.0 Installation and Deployment for Microsoft Dynamics CRM 4.0	 Microsoft CERTIFIED <small>Professional Developer</small>	SharePoint Developer 2010
 Microsoft CERTIFIED <small>Trainer</small>	Systems Administration Systems Engineering	 Microsoft CERTIFIED <small>Systems Engineer</small>	Business Desktop Deployment Microsoft Windows SharePoint® Services 3.0 Configuration SQL Server® 2005	 Microsoft CERTIFIED <small>Systems Engineer</small>	Microsoft Windows Server 2003
 Microsoft CERTIFIED <small>Systems Engineer</small>	Microsoft Windows Server 2003	 Microsoft CERTIFIED <small>Systems Engineer</small>	Microsoft Windows Server 2003	 Microsoft CERTIFIED <small>Small Business Specialist</small>	
 vmware CERTIFIED <small>PROFESSIONAL 4</small>	 vmware CERTIFIED <small>PROFESSIONAL 3</small>	 <small>CCNP</small>		 <small>CCDA</small>	