BRADLEY SMITH

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IT PROFESSIONAL ▪ INFRASTRUCTURE EXPERT ▪ TEAM LEADER

~ Supporting Staff Productivity through Inventive and Effective IT Solutions ~

Resourceful system and network professional who consistently improves system performance to remove IT obstacles for staff at all levels. Communicates with users and managers to understand problems and generate reliable and cost-effective solutions. Expert in balancing multiple priorities. Capable of conveying complex technical concepts and applications to end users. Employs a proactive approach to problem solving.

AREAS OF EXPERTISE

- ✓ Disaster Recovery Planning
- ✓ Application Support
- ✓ Process Reengineering
- ✓ Hardware Configurations
- ✓ VOIP
- ✓ IT Policy Development
- ✓ Customer Service
- ✓ Network Documentation
- ✓ Troubleshooting
- ✓ Equipment Upgrades
- ✓ Task Automation
- ✓ Service Desk Setup

CAREER HIGHLIGHTS

- **Launched disaster recovery site** in collaboration with third party contractors; integrated use of storage replication, Vmware Site Recovery Manager, and Global Server Load Balancing.

- Automated level one service desk tasks to **promote resolution of issues during initial call**; scripted frequent responses and provided training to team members.

- Managed 40+ Citrix Xenapp servers supporting more than 700users on 200+ virtual servers; configured system and **recommended upgrades to improve efficiencies**.

- Orchestrated fibre optic installation to connect numerous municipal buildings, traffic lights, and water SCADA; **increased communication speeds and lowered operating costs**.

PROFESSIONAL EXPERIENCE

Urban Utilities – City, PR   2019 – Present

NETWORK ADMINISTRATOR

Recruited to replace numerous contractor services including disaster recovery planning. Manage Cisco VOIP system and gateways including on-boarding, troubleshooting, and call quality. Document WAN network to improve issue resolution. Focus on promoting IT as critical resource in overall company structure.

- Achieved best practices of Nimble Storage in Netapp cluster replacement; reviewed guidelines to improve efficiency and time management.
- Initiated planning phase of 10 gigabyte networking equipment upgrade; provided details of increased capacity benefits to sustain company growth.

Customers:
250 Users

Position Tasks:
Disaster Recovery
VOIP System
WAN Network
Network Upgrades
F5 Big-IP Equipment

PROFESSIONAL EXPERIENCE CONTINUED

Factor Group – Airdrie, AB   2013 – 2019
SYSTEMS ADMINISTRATOR

Managed more than 40 Citrix Xenapp servers and 200 virtual servers; supported Dynamics NAV 2013 for subsidiary company by providing backend troubleshooting. Investigated potential technologies for datacenter refresh including HP blade centres and Nimble storage.

- Partnered with networking team during 10 gigabyte Cisco Nexus 6000 series project; liaised with infrastructure staff.
- Provided support to Town of Airdrie municipal groups during June 2013 floods; managed servers and networking equipment.
- Coordinated Netapp storage systems in production and disaster recovery; implemented Citrix Netscalers and Vmware SRM for disaster planning.

Customers:
750 Users

Position Tasks:
Citrix Xenapp Servers
Disaster Recovery
Datacentre Updates
Equipment Upgrades
Help Desk Setup

Town of Leduc and Town of Devon – Leduc, AB   2008 – 2013
NETWORK ADMINISTRATOR

Monitored and maintained physical and virtual servers; managed networking equipment including firewalls, switches, and wireless access points. Assessed IBM i5/OS system for company ERP system; configured MS Dynamics GP and Worktech Systems for finance and accounting systems.

- Executed VOIP implementation for Town of Leduc during four month project; generated savings of up to $5K annually.
- Introduced IT service desk function to improve service delivery; improved tracking of inquiries and eliminated duplication of efforts by IT staff.
- Directed wireless WAN project connecting town buildings; improved communication between buildings prior to full fibre optic project.

Customers:
300 Users

Position Tasks:
Server Management
Network Equipment
ERP System
VOIP
IT Projects

Poseidon Energy – Edmonton, AB   2004 – 2007
INFRASTRUCTURE SUPPORT ANALYST

Managed MS Active Directory, Exchange 2003, and UNIX based systems as well as in-house datacentre infrastructure including HVAC, UPS, and third-party contractors. Assisted in physical server and Vmware virtual server management.

- Conducted migration from Solaris to Oracle RDBMS; purchased, planned, and configured IBM hardware and software during four month, $2.3M project.

EDUCATION, CERTIFICATIONS, AND TRAINING

Network Administration Diploma – Northern Alberta Institute of Technology, Edmonton, AB

Microsoft Certified Systems Engineer (MCSE) ▪ CompTIA A+ ▪ CompTIA Linux+ ▪ CompTIA Network+
ITIL Foundations ▪ Sun Certified Systems Administrator (SCSA)

Select Training:

Essentials 201 ▪ Citrix XenApp 6.5 Advanced Administration ▪ Citrix Netscaler Essentials and Networking
Certified Cisco Network Administrator Boot Camp ▪ AIX Systems Administration Problem Management
System Administrator Solaris 10 OS ▪ Netbackup 5.x for UNIX Administration