

TIM MALONE, MCSE

2481 BALMORAL CT • CAMARILLO, CA 93010 • TIM@3TCM.NET • (818)257-0513

SUMMARY OF QUALIFICATIONS

A Microsoft Certified Systems Engineer with over thirty years of take-charge IT leadership, specializing in planning, implementation, maintenance, and support of networks, servers, and workstations in diverse business environments.

RECENT INDUSTRY CERTIFICATIONS AND TRAINING

MCSE Refresher courses to Server 2008 (240 hours)	Completed August 2013
EC-Council Certified Ethical Hacker (40 hours)	Completed July 2013
CompTIA Security+ and Storage+ (80 hours)	Completed July 2013
VMWare Certified Professional (120 hours)	Completed November 2012
MCSE Refresher courses to Server 2003 (240 hours)	Completed May 2006
CCNA Initial Training (200 hours + 200 lab hours)	Completed May 2002
Microsoft Certified Systems Engineer (240 hours)	Completed February 2001
CompTIA A+ and Network+ Certifications (80 hours)	Completed July 2000

TECHNICAL SKILLS

- **Management:** IT Staff Management, Systems Admin, IT Project Management, LAN and WAN Management
- **Networking Protocols:** TCP/IP, VPNs, DNS, DHCP, LDAP, VoIP, FTP, PoE, ACLs, Cisco IOS, Subnetting
- **Networking Hardware:** Switches, Routers, Firewalls, Wireless Access Points, Cabling, Patch Panels, HP Proliant DL360 & 380 servers and P4500 SAN, Dell PowerEdge servers, Juniper and Cisco firewalls and switches, Pulse Secure VPN, Datto Siris offsite Disaster Recovery, NAS, Barracuda Anti-Spam and AV, Cisco Catalyst 3560 & 2950 switches, HP and Dell switches, AT&T VoIP on 100M Fiber, Wireless / Wi-Fi, DSL, Point-to-Point Radio Links, Terminal Server, Terminal Services, Dell PowerVault D4S, EMC CX4 & VNX SANs, Vertical VoIP
- **Software:** VMware vSphere 5.5, 6.0 and 6.5 Enterprise Plus with vMotion Clustering and HA, MS Server 2012 R2 & 2008 R2, Active Directory, Exchange Server 2010 & 2013, SQL Server 2008, Windows 7, 8 & 10, MS Office 2007, 2013 & 365, Crystal Reports 2013 and 8.5, Acronis True Image, Backup Exec 2010 & 2012, Symantec, MS and Commtouch AV, IIS, BlackBerry BES, Red Hat Linux, MacOSX, FOS Flight Operations 3.11, Websense, WSUS, Remote Desktop, Microsoft Dynamics Great Plains Accounting, Miva e-Commerce and WordPress publishing

WORK EXPERIENCE

IT Manager / Systems Administrator
Natren Probiotics

Oct 2017 – present
Westlake Village, CA

- Immediately replaced failed LTO tape backup system with Datto Siris D2D Disaster Recovery Solution.
- Replaced failing site-to-site radio links with wired WAN, NextGen Palo Alto firewalls and VPN tunnels.
- Upgraded old 2003 Servers to Server 2012 R2, Windows 7 and XP workstations with Windows 10 Pro.
- Managed, administered and maintained Active Directory infrastructure supporting three metro locations.
- Delivered technical and training support for sixty+ users in manufacturing, executive, finance and sales.
- Provided technical consulting services and IT Direction to support the C-level executives and managers.
- Created annual IT plan and department budget to support business objectives and future systems growth.
- Enforced company computer policies and procedures for all employees as a member of management.

Current Projects

Estimated completion Sep 2018

- Contracted with local VAR to perform forklift replacement of entire IT infrastructure - \$150,000 project.
- Introducing complete server virtualization with vSphere 6.5 on Dell R630 Hosts, Nimble CS1000 20TB SAN
- Totally re-engineering server room air conditioning and power delivery with Eaton 9170+ Network UPS.
- Converting company to fiber Internet delivery for each location with automatic failovers to second ISP.
- Introducing redundant Domain Controllers, raising the Active Directory level to at least 2012 or 2016.
- Replacing legacy Dell PowerEdge switches to Juniper EX3400 at the core and EX2200 at remote sites.
- Re-negotiating long-standing voice carrier contracts to replace PRI delivery into SD-WAN and VoIP.
- Preparing for migration of legacy Exchange 2010 and Office 2007 to Exchange 2016 and Office 365.
- Investigating leading endpoint protection products for implementation when SEP subscription expires.
- Improving upon current disaster recovery plan with planned failover to cloud environment for all VMs.

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Senior Server Engineer

Valley Presbyterian Hospital

- Quickly and efficiently resolved escalated server-related helpdesk support issues in HEAT ticketing system.
- Managed Active Directory and Group Policies to resolve desktop performance and configuration issues.
- Participated in team responsibilities and assignments in preparation for migration to Cloud Infrastructure.
- Prepared for McAfee ePolicy Orchestrator 5.3 migration from Virus Scan 8 to EndPoint Security 10.5
- Provided end user support of most all IT managed systems and applications in the network environment.
- Supported Windows 10, Windows 7, Server 2008 R2, 2012 R2 in both VDI and full client infrastructure.
- Provided VMWare support for over 200 virtual and physical servers, 1000+ desktops, 2000+ employees.
- Managed regular server security patching, updates, data backup and restore processes with Backup Exec.

May 2017 – September 2017

Van Nuys, CA (Four months)

IT Director / Infrastructure Architect

Avjet Corporation, A Jet Aviation Company

- Directed network infrastructure improvements, reduced IT expenses and managed all technology at one of the world's largest private air charter organizations - \$75 million in revenue and \$1.5 billion in assets.
- Maintained twenty VM servers on six hosts and over 100 computers and laptops on the LAN and WAN.
- Managed outside vendors, contractors and engineers, maintaining minimum workforce of inside technicians.
- Supervised IT staff. Performed roll-out of new computers, servers, VMWare, SAN, wired and Wi-Fi network.
- Assisted in transition from private company (Avjet) to 2016 purchase by conglomerate General Dynamics.
- Administered spam filter, ensured timely email delivery, provided ad-hoc email reports to management.
- Created, presented, obtained approval for and managed annual IT budget, reducing IT expenses each year.
- Provided third-level 24x7x365 tech support ensuring 99.999% uptime on network, servers, VPN and Apps.
- Focused on mentoring new IT employees, guaranteeing effective cross-training and readiness for succession.
- Administered Microsoft 2008 and 2012 R2 servers, Windows 7 workstations, and multiple brands of laptops.
- Provided weekly written report for senior staff meeting, allowing CEO to focus on business – not IT issues.
- Reported alternatively to CEO or CFO, depending on their workload and minimizing impact on their time.
- Conducted technology refreshes (all workstations) every few years with minimum employee interruption.
- Performed server and workstation maintenance on evenings and weekends. Automated as much as possible.
- Specialized in rapid identification and removal of malware and viruses – conducted ongoing user IT training.
- Designed, engineered, purchased and implemented offsite disaster recovery plan – tested and used regularly.
- Implemented email archive system (incoming and outgoing) providing copies of emails used in court cases.
- Administered company telecommunications, increasing Internet speeds every few years while reducing costs.
- Took advantage of Business VoIP from AT&T to drastically reduce expenses on all local and national calls.
- Delegated and supervised all Apple product support to a member of the IT team – rolled out 150+ iPads.
- Conducted annual e-waste collection ensuring removal of safety hazard from unused electronic equipment.
- Maintained 20-user secure VPN device allowing employees to safely conduct business travelling or at home.

February 2005 – February 2017

Burbank Airport, CA (Twelve years)

IS Manager

Condor DC Power

- Hired, trained and managed staff of five in the IS Department to support 175 users, 25 servers, WAN.
- Created department budget, set and directed department goals and budget. Converted to new ERP system.
- Introduced VoIP and Terminal Services (RDP) to conserve bandwidth, improve remote user productivity.

February 2001 – August 2004

Oxnard, CA (Three and ½ years)

IS Administrator

Carson Industries

- Upgraded system from Macola 6 on Novell Netware to Progression & PSQL on NT and Citrix servers.
- Provided day-to-day network administration and technical support for 85 users in five remote locations.
- Managed software steering committee for Y2K conversion. Supervised work of several outside contractors.

January 1999 – February 2001

Glendora, CA (Two years)

([See Linked-In](#)) for various additional technical support positions prior to January of 1999