

Kevin Laudan

(510) 755-3613

kevin@xresume.com

1180 Westwood St., Hayward, CA 94544

Objective

Information Technology Manager



Overview

Results driven and hands-on information technology professional with over 14 years of IT experience, with a ability to quickly learn and implement new technologies that positively impact organizations in minimal time. Successful track record as a highly organized leader that provides high quality results, and strives to provide the highest quality of service with all IT service staff. Able to manage multiple projects through planning to completion under the pressure of time-sensitive environments. Able to access business performance gaps and provide sound recommendations for change. I feel my wide variety of skills and experiences would make me a valuable asset to your company.

Experience



San Jose, CA (Solar – Materials Manufacturing)

IT Manager - (3 Direct Employees out of 100)

January 2001 – Present

- 14 years experience in IT project management, reporting to CFO, and COO. Proven track record for producing results and well known by executive management as a key project driver in the organization.
- 14 years experience in managing all aspects of Information Technology, including hire, fire, promotion, outsourcing, vendor relations, service and support contracts, training, and budgeting.
- Strong abilities in leading, mentoring and coaching IT staff and consultants.
- Develop IT policies and procedures to improve quality, consistency and availability of provided services. Develop disaster recovery policies and procedures to insure continuation of business operation in the event of Statewide disaster. Directed IT staff in equipment imaging solution and schedule for all critical equipment and tools. Developed procedures for the creation of master images for deploying desktops / laptops, which has reduced the time to deploy computers by 70%.
- Developed web based system for consolidating IT support and maintenance tasks into a central web interface, which reduced the response time, and complexity of providing support and maintenance.
- Built, managed, maintained, migrated, and troubleshoot Active Directory, Domains, Forest , OU's, and trust relationships with in Windows NT, Windows 2000, Windows 2003, and Windows 2008 servers
- Built, managed, maintained, migrated, and troubleshoot Exchange 2000, Exchange 2003, and Exchange 2007. Current testing Exchange 2010
- Develop procedures and software solution for insuring the internal and external SLA agreements are maintained.
- Managed / Reviewed vendor performance of outsourced products /support to maintain and exceed business requirements with reduced budget.
- Managed relationships with all IT service contracts, which included Internet/ Telecom / Cellular service providers, outside vendors and contractors. Defined requirements for SLA's that meet the business requirements. (ie AT&T, XO Communications, Verizon, Symantec, EMC)
- Conducted detailed cost benefit analysis, risk management, and evaluated RIO on all significant purchases and upgrades.
- Developed / implemented the migration of physical servers to virtual server infrastructure with VMware and Microsoft Virtual server. Created virtual test platform for support team for testing images, software deployments, and troubleshoot with VMware solution which reduced our testing and application deployment time by 60%
- Developed, configured, and maintained SAN storage, Fabric Switches, controllers, and HBA cards (ie Qlogic, EMD)
- Migrated 90% of all server data storage to SAN architecture.
- Develop virtual terminal infrastructure, which reduced desktop user setup cost by 50% and reduced the number of computers to be supported by 25%.
- Developed maintenance procedures, reports, and automated alerting system for maintaining Network / Server / Telecom availability which exceeds 99.8% availability and 24/7 support for the past 8

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years. Utilized Microsoft Clustering, redundant and failover servers, and automated scripts to insure service availability in the event of outage or maintenance.

- Centralized security and network performance reporting for SOX compliance and Executive management.
- Regularly meet with executive management team to report security and risk management assessments / trends, and maintain business alignment.
- Implemented communication technologies that have reduced communication / collaboration / travel cost by 60%. Utilized least cost routing / VOIP / ITSP to further reduce our monthly expenses.
- Responsible for all IT Department expenditures and budgeting, which includes forecasting and tracking of all IT costs for business needs.
- Designed and implemented LAN / WAN infrastructure using T1's / Fiber and Juniper equipment to establish office to office to remote user VPNs with redundant paths for critical business applications. This includes the management of all internet connections, routing, and network security.
- Trained organization on implemented new technologies
- Facilitated company in 3 office moves with minimal network downtime ensuring proper environmental conditions for the technology infrastructure.



San Carlos, CA (Technology – SaaS / ASP Provider)

Sr. Network Engineer / Systems Engineer - (13 Direct Reports out of 250) June 1999 – January 2001

- Created and maintained network documentation, configuration and maps
- Administrated multi-site and multi-network WAN environments
- Designed custom scripts to automate Server setup, desktop setup, and daily administrative tasks
- Setup and maintained T1 connections between customer remote offices
- Lead organization in technology endeavors and strategies
- Standardized all Laptop and Desktop software deployments and developed change control processes which enabled the IT department to exceed their goals with minimal staff.
- Working directly with vendors to get parts, upgrades, and quotes for major improvements to the company's technologies.
- Managed team of technicians, determined assignment and escalation of trouble tickets, monitored progress of Network / desktop issues.
- Perform installation, configuration, and troubleshooting for over 250 client and 250 internal Windows NT servers on a TCP/IP NT Server Enterprise Network in a Multiple Master Domain Model.
- Troubleshoot, TCP/IP network configurations and printing, Microsoft SMS 1.2, Windows NT login scripts, NT Profiles.. utilizing all TCP/IP utilities, SMS Administrator and NT Admin tools
- Maintain and install Citrix Meta-Frame, ChangePoint, Siebel, and SQL servers
- Troubleshoot and Design PeopleSoft file servers
- Experience with Fault Tolerant Raid Controllers, such as Raid 0, Raid 1, and Raid 5
- Performed routine maintenance and LUN configurations for SAN storage (ie. Hitachi Data Systems)
- Performing network-cabling installations for 10/100BaseT (UTP) and 10Base2 (coax).
- Established Networking procedures and policies for internal operations
- Organized and Planned Projects for Software Deployment, Y2K, Organization standards / Procedures and Server upgrades
- Trained and Managed internal IT staff
- Create and streamlined deployment of software by writing automated installation scripts and installs with batch files, Ghost , Alteris, Scriptlogic, and Installshield, Wise installer, sysprep
- Created company standards, polices and procedures for IT and Telecom Services
- Design and Migrated Windows NT 4.0 to Windows 2000 Advanced Server

Abreau & Associates, Inc. - Cupertino, CA (Staffing Firm)

IT Specialist

Corio Inc.

May 1999 – June 1999

May 99 – June 99 (Contractor)

- Provided Desktop Support for 150 users
- Administered and maintained Windows NT Servers
- Provided Helpdesk support for remote users
- Systems Repair & Troubleshooting

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System Services Enterprise - St. Louis, MO (Staffing Firm)
IT Specialist

Nov. 1998 – May 1999(Contractor)

- Systems Analysis - Provide Technical Consulting on Hardware and Software Solutions to fit business needs
- Systems Repair & Troubleshooting – Troubleshoot and repaired and failed or damaged computer hardware or software in minimal amount of down time
- Network Troubleshooting and Administration – Provided technical assistance on administration and troubleshooting of Windows NT Server and Client side applications and hardware.

Contracts



January 99 – May 99

- Provided Helpdesk support for Windows 95 and Windows NT applications and third party software
- Deployed Enterprise software solutions via Microsoft SMS and log-on scripts
- Administered and maintained Windows NT Servers and Exchange Servers. Troubleshooting problems related to TCP/IP, DHCP, DNS, WINS, SSL, IPX/SPX, NETBUI, or gateways from multiple site locations
- Provided Phone support for RAS, Network Configuration, MS Office, McAfee, MS Exchange, Execustar, Internet Explorer, and Netscape
- Troubleshoot Network performance and connectivity problems



November 98 – December 98

- Troubleshoot Client side Network configuration problems and provided a effective solutions that would assist in the MS Exchange Server Migration
- Migrated over 200 users to MS Exchange server and Client side Configuration of Exchange Services with Outlook 98 and Exchange 5.0 .
- Upgraded 200 users with McAfee, RAS, Internet Explorer on Windows 95 / NT machines. Installed Service packs and patches. Installed 3rd Party Remote access software.

Tech Pc - Chester, IL (Retail Computer Store / IT Consulting)
Owner / Technician

Jan. 1996 – Nov. 1998

- Systems Repair & Troubleshooting – Repairs and troubleshoots failed or damaged computer hardware or software in minimal amount of down time
- Network Design / Troubleshooting / Repairs on DOS, Windows, Windows 95 & 98, Windows NT platforms with Windows NT, MS Back Office, Novel, and LANtastic servers. Advanced technical knowledge in peer-to-peer networking and Local Area Networks. Installed and Troubleshoot Hubs, routers, and Switches. Working Knowledge of network protocols and multiple server configurations using – TCP/IP, DHCP, DNS, WINS, SSL, IPX/SPX, NETBUI, gateways, firewalls, and proxy servers
- Organized Projects Plans for Server Architecture and Upgrades
- Provided Technical Training for computer users in individual and group sessions
- Provided Data Recovery and backup solutions
- Provided Professional Graphics and Web Page Design with HTML, CGI, Java, Java Scripts, steaming media technologies. Maintained / configured with IIS and Website Servers

Military Experience

Oct. 89 – Dec. 93 United States Air Force RAF Alconbury, England

Heavy Equipment Mechanic- Honorable Discharge and various commendation medals

Education

1997 Mastering Computers Workshop St. Louis, MO

- Windows 95 & 98 Advanced Troubleshooting procedures
- Advanced Network Configurations / Installations

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1994-96 Southern Illinois University Carbondale, IL

- General Education Requirements / Psychology

Aug. 1987 – Jan. 1989 Beck Technical Institute Red Bud, IL

- Electronics and Circuitry / Mechanics

Certifications: CISSP -Testing in July

References: Available Upon Request

Summary of Solutions with Experience:

Hardware

3com / HP / Extreme Networks / Juniper Switches
APC UPS
Cisco Routers 1800/2600/3600 series
Dell / HP / Compaq / Sun Servers
Apple /Dell / HP / Toshiba Desktop and Laptops
EMD SAN
Geovision
Grandstream VOIP
Juniper SA SSL VPN's

Juniper SSG Firewalls
Netscreen Firewalls
Polycom VOIP SIP / H264 Devices
Powerware / Easton UPS
Qlogic Fabric Switches
Radionics / Readykey
Zultys MX250 PBX
Zultys MXmeeting

Software

3com Network Director
Acronis
Active Directory
Adobe Acrobat
Adobe Photoshop
Alteris
Ansys
Apache Tomcat
Automate Anywhere
Blackberry Enterprise Server
BridgeTrak / Helpdesk Authority
Camtasia
Changepoint
Citrix Metapath / Nfuse
Cpanel
Desktop Authority 8.0
Ethereal
Exchange 2000 / 2003 / 2007
FileMinimizer Server Suite
GFI Languard
Globalscape Secure FTP Server
Group Shield
IIS 3/4/5/6/7
IPCop
IPSentry
Kiwi Syslog
LANsurveyor
Lansweeper
Linux Ubuntu / Red Hat / Unix
Maximizer
Mcafee EPO / Vurishield
Microsoft CRM Dynamics
Microsoft DHCP / DNS / WINS
Microsoft ISA server
Microsoft PowerShell
Nessus Network Security
Netscreen Remote VPN Client
Network Automation

PDM Works
Peoplesoft HR / FN
Quickbooks
Radius Server
Scriptlogic
Scriptlogic Security Explorer
Snort
Solidworks
Solarwinds Netflow
Spector CNE / 360
SQL Server 2000 / 2003 / 2008
Surfcontrol Email Security
Symantec Backup Exec 8 / 9 / 2010
Symantec Continue Protection Server 8 / 9
Symantec Ghost
Symantec System Recovery Server 8.5 / 2010
VMWare ACE
VMWare Infrastructure Server 3.0/3.5VMWare Sphere 4.0
VMWare Workstation
VMWare Fusion
Websense Email Security
Websense Web Security
Windows Server NT / 2000 / 2003 / 2008 SBM , Standard, Enterprise,
Datacenter
Wireshark
Wise Installshield