

JUSTIN SMITH

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INFORMATION TECHNOLOGY NETWORKING AND DATA CENTER ADMINISTRATION

Leader / Productive / Motivated / Continuous Learning

PROFESSIONAL PROFILE:

An individual seeking a technical position with potential for personal growth and opportunities within the organization.

EDUCATION

Georgia Southern University

- Major: Information Technology Network and Data Center Administration

Certifications

- CompTia Security+ 2017: COMP001021342274
- VMware Certified Professional – VCP Data Center 2023
- Critical Infrastructure Protection (CIP) Certified 2023

Professional Employment

Xcel Energy

Lead VMware System Administrator

**Remote
2021 – Current**

- Proficiently administer and support VMware virtualization technologies, encompassing VMware vSphere, vCenter Server, and ESXi, while collaborating with vendors such as Dell and Cisco for seamless integration
- Expertise in VMware technologies including vCenter, Hyper Converged Infrastructure(HCI), Site Recovery Manager, Aria, Skyline, Software Defined Data Center (SDDC), and VMware Cloud Foundation (VCF)
- 24x7 Oncall Support
- Demonstrate proficiency in deploying and configuring VMware Cloud Foundation (VCF), delivering a unified platform for the seamless construction and management of private and hybrid cloud environments
- Script automation using vendor tools Dell OpenManage Enterprise (OME) and Cisco Intersight, resulting in significant time savings and eliminating human error from firmware and security patching processes.
- Lead security patch management initiatives, ensuring the timely identification, assessment, and deployment of patches to fortify systems against vulnerabilities, fostering a secure IT environment
- Offer technical expertise in requirements analysis and solution recommendations, leveraging in-depth knowledge to guide decision-making and drive successful outcomes
- Document and implement strategic monitoring across hardware and software platforms to central dashboards
- Mentor engineers in project design, analysis, and coordination of services or products

Unix/Linux System Administrator

2016 - 2021

- Managed and supported a dynamic Unix/Linux environment, encompassing both physical hardware and VMware virtual infrastructure, serving a user base of 1400 and expanding
- Developed comprehensive documentation for change processes, ensuring transparent and efficient execution of system modifications
- Authored knowledge base articles to facilitate streamlined troubleshooting procedures, enhancing team efficiency and user support.
- Provided expertise in suggesting hardware configurations and efficiently provisioning resources, contributing to optimal system performance
- Dramatically improved efficiency by creating a Security Patching SOP, reducing patching time from 92 hours to an optimized 28 hours for the entire company linux environment, resulting in substantial time savings
- Conducted thorough reviews of server logs and executed diagnostics to proactively identify and address potential issues.
- Led incident resolution and problem management investigations, driving solutions to enhance system reliability and performance

Progressive Casualty Insurance

2014 – 2016

Systems Engineer

Colorado Springs, CO

- Oversaw the management and maintenance of PCs, laptops, thin clients, and virtual desktops across the organization, ensuring optimal functionality and user satisfaction.
- Generated comprehensive knowledge articles on operating systems and numerous applications, enhancing user support and team efficiency.
- Led end-to-end processes, encompassing the installation, configuration, development, implementation, support, and maintenance of operating systems, hardware components, and applications.
- Automated routine troubleshooting steps and tasks for both physical and virtual equipment, streamlining processes and reducing resolution times.

**Georgia Southern University, Information Technology Services
Information Technology Specialist (ITS)**

**2011 – 2014
Statesboro, GA**

- Experience in Mac and Microsoft OS troubleshooting support
- Collaborated with students and faculty to increase the educational experience
- Provided hands-on desktop support to faculty, resolving hardware and software issues promptly and ensuring a seamless computing experience.
- Assisted in the installation, configuration, and troubleshooting of software applications, operating systems, and peripheral devices, contributing to a reliable and efficient technology environment on campus.
- Collaborated with IT staff to perform routine system maintenance, updates, and security checks, ensuring the optimal performance and security of university assets.

Project Experience

Dynamic SharePoint calendar 2007/2010	Patching implementation and scheduling
<ul style="list-style-type: none">• Worked closely with the customer to define project requirements and scope, ensuring alignment with the team's needs.• Developed and implemented a dynamic calendar solution on SharePoint, tailored for efficient team scheduling and collaboration.• Conducted user training sessions for seamless adoption of the dynamic calendar, providing hands-on guidance and addressing user queries.• Successfully implemented the dynamic calendar, documenting the process for future reference and ensuring the solution's sustainability.	<ul style="list-style-type: none">• Contributed to playbook development for the RHEL patching process, streamlining and enhancing the efficiency of patching procedures.• Collaborated with enterprise security to align patching standards, ensuring compliance with security protocols and industry best practices.• Facilitated discussions with application and management teams to gain collective buy-in, ensuring seamless integration and support for the standardized patching process.• Authored comprehensive documentation and ansible playbooks for security errata reporting at month-end, enhancing reporting accuracy and efficiency.• Successfully reduced patching time from 92 hours to an optimized 28 hours, significantly improving the efficiency of the patching process.
Virtual Machine vSphere with VDS migration to Virtual Cloud Foundation with NSX Segments	Critical Application Migration and Uplift
<ul style="list-style-type: none">• Collaborated with cross-functional teams to assess and document existing network configurations, ensuring a thorough understanding of the infrastructure before the migration process• Developed and implemented a detailed migration plan, orchestrating the relocation of virtual machines to NSX Segments with minimal disruption to ongoing operations• Executed rigorous testing and validation procedures before, during, and after the migration to guarantee the stability, security, and optimal performance of virtual machines in the new NSX environment• Automated migration steps, resulting in a time savings of ten minutes per virtual machine. The cumulative effect equates to 25 hours saved, significantly reducing the risk of human error	<ul style="list-style-type: none">• Led the end-to-end migration project, successfully transitioning a critical application from aging physical hardware to a modernized virtual environment, ensuring enhanced scalability and efficiency.• Collaborated with cross-functional teams to conduct a comprehensive assessment of the existing physical infrastructure, identifying opportunities for optimization and improved performance in the virtual environment.• Executed the seamless migration of the application, overseeing the installation, configuration, and validation processes to guarantee optimal functionality and reliability in the virtualized setting.• Implemented robust testing protocols, validating the performance and stability of the uplifted application, and providing user training to ensure a smooth transition and maximize the benefits of the virtualized platform.

Relevant skills

- Virtualization
- vCenter Server Appliance (VCSA) vSphere
- ESXi
- VMware Networking
- Storage Management (VMFS, NFS, vSAN)
- vMotion and Storage vMotion
- VMware Cloud Foundation (VCF)
- iSCSI Storage
- vSAN
- Fibre Channel
- High Availability
- Fault Tolerance
- Lifecycle Manager
- Package Management (RPM, YUM)
- User and Group Management
- Shell Scripting
- Software-defined Data Center
- Ansible automation
- Redhat OS support
- AIX OS Support
- OSI Layer troubleshooting
- Team Oriented
- SOX Knowledge