# Gary Carpenter

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## Qualifications and Experience

I am an IT professional with an extensive background in the industries latest cutting edge computer and networking technology. I Maintain Server 2008-R2 2012-R2 and 2016 domains, all network infrastructures, all PCs up to Windows 10 enterprise as well as MACs and Linux. I have built and deployed large numbers of work stations, servers as well as installed and maintained many switches, routers, WiFi access points and several telephone systems.

## Operating Systems and Applications Software:

| | | | | |
|---|---|---|---|---|
| Server 2000 thru 2012R2 | VMWare/VSphere | HTML web pages | All Browsers | IIS & FTP servers |
| Win 10, 8.1, 7 Pro/Ent | Linux/Unix/MAC | Flash/Dreamweaver | Email Clients | Apache WWW |
| Win XP, 98, 95 | Adobe Products | Graphics Software | FTP Clients | Active Directory |
| Command line PowerShell | all MS Office thru 365 | Dbases, CSV SQL | remote VNC/RDP | Domain Admin |

## Hardware Installed or Repaired:

| | | | | |
|---|---|---|---|---|
| All PC's & MACs | Network switches VLAN | MDF installations | Circuit Boards | Scanners |
| Cisco equipment | Firewall Routers | 66 & 110 punch down | Coax Cabling | Printers |
| Main Frames | WiFi Access Points | Phone Systems | Cat 3, 5e & 6 | AC 110v & 220v |

## 5/2013 to Present Network Administrator – Lancer Corporation

Responsible for all network infrastructures for a medium enterprise of 750+ users and several VPN connected locations. Successfully migrated from a Cisco PIX 515e firewall and 3000-VPN Concentrators to an ASA VPN firewall. Upgraded/updated Symantec antivirus and deployed all workstations and servers greatly reducing the number of detected threats. Also maintaining the Barracuda Web filter including hardware and software upgrades. Acquired quotes did procurement for all the following projects: Refreshed all Cisco WiFi access points with Aerohive and Hive Manager online. Refreshed all Cisco network switches with Extreme and did all VLAN and subnet configurations. Refreshed the aging PBX phone system with a state-of-the-art Avaya IP phone system. Canceled all expensive AT&T MPLS circuits and replaced them with in house SDWAN solution saving the company $500k over 3 years. All projects were accomplished while guiding and training the help desk techs. I solve all problems the helpdesk can't fix in a professional and timely manner. Also did many software update/upgrades including Office 365 with AD sync, Unigraphics, SolidWorks, Windows 10, and many others. Setup imaging to quickly image and deploy Windows 10 PCs. Also maintaining our VMWare environment with 150 servers including Domain Controllers, Citrix, RDS, AX, Web, Print and many other servers spinning up 2012R2 and 2016 servers as necessary.

## 6/2012 to 11/2012 System Administrator – Decypher Technologies consultant to the US Air Force – SAMMC:

Responsibility for custody of IT assets. Upgrading all workstations to Windows 7 from XP with migration of user data. Hand coding HTML in support of an extensive Continuing Education (Dental Certifications) web site with briefs and tests. I am also managing the migration of that site to a new SCORM compliant platform, (Med+Learn). Setup and managed a one year project to convert 45 online briefs and dental certification tests to the new platform. Updated and submitted the first five courses before the contract got canceled by the Air Force. Also handled all day to day user support for the command. After the Air Force contract was canceled I continued on some commercial contracts for Decypher handling daily service tickets for network and desktop support as well as adding new users, email accounts (exchange), shares etc. Setup new computers, and software as needed as well as repair computer hardware and software. Installed new CAT5e or CAT6 drops. Configured Cisco and other switches and made firewall changes as necessary to allow VPN or Remote access. Made images of customer systems for quick recovery of catastrophic software failures or viruses. Daily use of active directory, network monitoring tools etc. Did both remote access and onsite service calls.

## 4/2011 to 6/2012 Self Employed:

Servicing my own customer base in the San Antonio area generated by my webpage hosted on my own Linux server at home. Cleaned viruses and malware from many computers. Built servers 2003 and 2008 and promoted to primary domain controller and installed customers software and data. Built many new workstations and installed software. I install many new drops for customers and install all brands (Cisco, Linksys, Netgear, etc.) of routers firewalls and switches for both new installs and expansion of existing networks. I successfully fixed a totally crashed domain for the Republican Party Headquarters of Bexar County including multiple Windows servers running on a Linux VMware box, including a domain controller, terminal server with thin clients, file server, print server, proxy server and Exchange server. Three of the servers were not being used so I illuminated them and rebalance the memory and CPU time for the remaining three servers (domain, terminal, print) for optimal performance. Reset the Cisco wireless access point and reconfiguring it after a lost password. Reconfigured the Cisco PIX firewall to handle DHCP to allow better network wide recovery after power failures. This results was a network that can survive power failure which were common for this customer. Customer had been abandoned by the previous tech with no turnover of passwords and other information, Had to discover what they had with get it running solely by investigative effort.

**6/2008 to 3/31/2011 System Administrator – Navy Recruiting District – San Antonio, TX:** Successfully managed and maintained all computer assets and user support for the Navy Recruiting Headquarters in San Antonio and 42 remote offices covering about two thirds of Texas. Handled all tech support calls, bringing timely resolution to all network and desktop problems utilizing Active Directory and troubleshooting tools on a daily basis. Issued all computers, usernames, file shares and permissions with extensive daily use of Active Directory. Successfully completed large projects such as tech refresh of dozens of computers by coordinating several government entities, contract vendors and personnel to complete projects on schedule. Other large projects include the building of a new office or moving an existing office by coordinating with AT&T and contractors to move or install T1 internet connections and moving and reconfiguring all network infrastructure like drops, and rack equipment such as Cisco switches, routers, Netopia VPNs etc. Mastered the use of complex government management systems and documentation while providing the users and command staff with prompt and always friendly service under my care. Brought the San Antonio district from last to one of the top 3 IT departments out of 27 districts in the nation and received 12 Navy commendations for outstanding work.

**3/2006 to 5/2008 - IT Manager - Lone Star Bakery – San Antonio, TX:** Managed IT for a medium sized enterprise with two quarter million square foot food manufacturing facilities located a mile apart. Built and deployed new servers and work stations including all infrastructure expansions. Did all domain admin functions for the enterprise in Active Directory such as access rights, create users/groups, group policy, file shares etc. Maintained network infrastructure including Cisco switches (3560) PIX firewall (515e) and Cisco 851 routers that interface the point to point T1. Initially I had to reset the PIX firewall to gain access after a lost password then completely reconfigure it. Installed all new drops for both network and phones. Maintained multi-site Nortel BCM phone systems including hardware and software updates. Accomplishments included implementation of a bar coding system based on asp.net web application with data housed on an SQL server. I built the IIS and SQL servers and configures Cisco wireless access points throughout the plant to provide seamless access then worked with warehousemen and software developers to test and debug the bar code system. Built and deployed a proxy server to enhance network security. Coded an internal web site in HTML to disseminate company information and updated and maintained the companies public webpage using HTML and Dreamweaver and Flash. Slashed the company's cell bill buy $1000/mo. while increasing minutes as well as new phones by restructuring their plan. Personally built and deployed 35 new workstations and two servers my first year as well as manage hardware and software updates and upgrades across the entire company all while handling daily tech support for all the users in a prompt and friendly manner.

**1/2001 to 3/2006 Self Employed – Network Installation, PC repair – San Antonio, TX:** Installed networks, telephone systems, CCTV and MDF/IDF rack equipment. Built and installed PC's. Setup routers, switches, wireless access points, firewalls, printers, static and dynamic IP. Setup internet access using T1, DSL, Cable etc. Some HTML and Flash web page programing.

**3/99 to 12/2000  Connecting Point Computers - Muskogee OK**: Warranty service on HP, IBM, Compaq and Acer computers and printers. Bench and field service computer and network repair. Traveled the entire state of Oklahoma servicing clients like public schools, banks, lawyers, etc.

**12/91 to 11/98 Instructor - ATI Career Training Center - Ft. Lauderdale**: Taught Digital Electronics, PC Repair and Networking. Developed curriculum and wrote all tests and class materials. Did PC repair, networking and software installation for the school. Did freelance consulting, building and installing PC's networks/internet for my own customers.

**1/86 to 6/91 Computer Specialist - The Federal Bureau of Reclamation - Phoenix, AZ:**
Built and deployed all PCs networks and software for the site. IBM PC-XT, AT & 368. Novell, DOS, Autocad, Wordperfect.

**7/83 to 1/86 Lab Technician - GTE Phoenix, AZ  Senior**: Maintain all gardware in a large prototype lab in support of developers, as they tested their software. I was the in house expert on special system monitor hardware and software used to start, stop and trace bus activity on the prototype EAX No.5 switches being developed. Did all component level repair on the system monitor circuit boards and frames in the lab.

**4/79 to 7/83 Test Technician/Senior  Systems Technician Honeywell – Phoenix, AZ**: Circuit board test and repair at component level on digital and analog circuit boards(1 year) followed by unit test a repair at cabinet level of analog and digital controllers (1 year) followed by systems test and certification (2 years +) of large mainframe process control computers systems that control oil refineries and nuclear power plants etc.


**EDUCATION & CERTIFICATION:**
AAEET DeVry Institute of Technology  Phoenix, AZ
4500 Systems Maintenance & 4000 User Programming - Honeywell Training Center - Phoenix, AZ A+ Certified - D7EDTT5238CET (Certified Electronic Technician) associate test & journeyman computer test (equivalent to A+)