Mark Stein

68 Tom's Lane • Garden City, New York 110040
[516] 000-0000 • stein@xyz.com

NETWORK ENGINEER — PROJECT LEADER
Network Design ◆ Administration ◆ System Integration

PROFESSIONAL PROFILE

Accomplished, energetic, mission driven Network Engineer, possessing definitive expertise in the design, architect, configuration and migration of multiple, large-scale complex network solutions, supported by a strong leadership presence in the administration and maintenance of the network infrastructure within an environment demanding flawless performance reliability, fast track turnaround and intellectual confidence in managing unpredictable events. Remain current on next platform technologies, trends and industry changes.

Mentor, coach and train team. Coordinate dissimilar work styles into a mutual, productive entity that enjoys working together. Deepen team relationships through trust, confidence and respect. Serve as role model.

Detail driven, extremely accurate. Able to prioritize, multi-task, filtering competing priorities, remaining focused, exhibiting keen surveillance, systematic and critical thinking / analytical skills, with a facility to simultaneously manage cross-functional projects, consistently achieving strong, sustainable, measurable results.

Articulate and effective in communicating on a global stage, penetrating cross-cultural barriers.

Skilled in pinpointing the underlying cause of major problems and planning / executing disaster recovery solutions within compressed time constraints.

TECHNICIAL SKILL SET

Skills: Microsoft Windows NT, 2000, 2003, XP, Active Directory, Exchange, TCP/IP, DNS, DHCP, Lotus Notes Administration, Blackberry Enterprise, Sonic Wall, Genifax, Check Point, CISCO/Nokia routers

Hardware: IBM eServer 232, Dell, Compaq Proliant, PC and compatibles, HP DLT Tape Backup, Microdisk, Compaq, Sony and IBM Thinkpad T series laptops, CISCO hardware, Sys/36, Macintosh IIcx, various dot matrix, HP deskjet and laser printers, Epson, Panasonic, Cannon, 3COM, SMI card, Irma card, Xircom PCMCIA, DEPCA, Cnet, Netport

Software: Windows 2003, XP, Exchange 5.5/2000/2003, VNC, Mailfrontier, Blackberry Enterprise, Spotlight for Windows, ScriptLogic, BackupExec, cc:Mail, cc:Router, Visio, Corel Draw, SQLPLUS, Microsoft Office Suite, McAfee, Norton AntiVirus

SELECTED ACCOMPLISHMENTS

→ Transitioned company to a new platform. Upgraded environment from an NT network to Windows 2000-2003.
→ Planned, designed and implemented the conversion of Exchange projects from version 5.5 to 2000-2003 migration for 350+ users.
→ Led re-branding initiatives. Ensured domain and email address reflected the new company name.
→ Managed the re-branding implementation of the Israel office. Confirmed continuity of email conversion; transferred email services to the New York office and Microsoft Forefront Hosting Services.
→ Applied a backup solution using NSI Double Take solution for disaster recovery.
→ Implemented and deployed the Blackberry Enterprise server.
→ Managed the implementation and deployment of the faxing solution using GENEFAX by Omtool.
→ Created and delivered webinar staff training sessions.
→ Established and systematized Microsoft Forefront Hosting Services including Spam Quarantine, Archive and continuity service for disaster recovery.
→ Managed the "Going Green" initiative, utilizing Xerox Work Center copiers to network, scan and email documents.
→ Conducted on-going training including Spam Quarantine, Archive Continuity Service, faxing solution, Outlook and Xerox email and network scanning.
→ Authored technical instructional documentations for a broad range of projects.
→ Spearheaded the swift set-up of equipment and network connections at the company's new headquarters.
→ Created distribution and membership lists critical to the marketing function.
→ Key player in the downsizing effort; closed offices in Chicago, Florida and New Jersey.
→ Streamlined the cross-functional project management process, rendering tighter control – increased efficiency.

➢ Enjoyed a progressive career with rapid and consistent record of growth through the ranks, culminating as a major player in aligning Information Technology to meet the challenging demands of business.

➢ Played a pivotal role in design, construction, implementation, management, maintenance, troubleshooting and upgrading of internal and external networks. Provided IT solutions, encompassing configuration of all network connectivity levels for 350+ users.

➢ Consistently tapped to manage complex, cross-functional technology launchings and turnaround projects.

PROFESSIONAL EXPERIENCE

JEWISH FEDERATION OF NORTH AMERICA [Formerly United Jewish Communities], New York, NY   9/00 –3/11
Network Engineer
- Maintained a high profile position in the management and administration supporting critical network requirements and ongoing operations. Supervised team in managing the Exchange server. Ensured a seamless continuation and optimum functioning of all available system resources.
- Administered, managed and supported:
  – The Blackberry Enterprise server, encompassing all connections of Blackberry devices.
  – Network security accounts and data services.
  – All the major IT resources including Exchange, Blackberry Enterprise, NAS, Spam filter and network connectivity and other network services.
  – Webinar conferences for executives.
- Operated and monitored data communications' hardware and software including routers, modems and communications servers.
- Acted as troubleshooter, pinpointing the underlying cause; framed and presented an inventive, tactical approach toward solving problems, defusing their magnification without incident.
- Assisted Citrix users in the operation of personal computers, printers and other peripheral equipment.
- Interfaced with vendors; reported problems and assisted with repairs.
- Performed OS, hotfixes and service patches, and application upgrade on production servers.
- Provided third level support to desktop technicians in New York, DC, Alabama and Louisiana.
- Formulated and integrated specific operational policies and up-to-date project plans.
- Collaborated with senior management, daily; ensured that all goals and upgrades were achieved.
- Directed all facets of project progression, ensuring that objectives dovetailed with appropriate sequence of events. Substantiated adherence to guidelines and accomplishment of objectives in a timely manner.
- Monitored the day-to-day functions of incident and change.
- Identified changes in project direction, implemented adaptability and managed required modifications.

ING BARINGS FURMANSELZ, New York, NY   3/98 – 8/00
Senior IT Trading Floor Analyst – Project Manager
- Designed, built and administered trading floor production servers.
- Implemented change control for applications testing, upgrades and rollouts.
- Successfully led several rollouts and conversions of trading applications.
- Co-managed departmental moves. Migrated users into new servers and set-up their workstation profile.
- Implemented backup infrastructure and procedures. Set-up disaster recovery site.
- Served as key team member in designing network connectivity for the trading floor and branch location.

MORGAN STANLEY, New York, NY   3/97 – 3/98
International LAN Administrator – Second Level IT Support Analyst
- Administered account and securities in NT and Novell 3.12 servers.
- Assisted IT staff with NT workstation deployment, installation and troubleshooting.

Prior IT work experience was gained within a corporate environment.

EDUCATION   **BS**, Computer Science, ST. JOHN'S UNIVERSITY, New York, New York — May 1990

CORE COMPETENCIES   *Network Administration*   *User / Technical Support*
                             Network Design & Installation   *Domains*
                             Server Security Configuration   *Disaster Recovery, Backup*
                             Router & Server Configuration   *Process Reengineering*
                             Dedicated Network Servers   *IT Policy Development*