MARCIEN F. JEAN
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SUMMARY OF PROFESSIONAL EXPERIENCE

Mr. Jean has over 10 years of professional experience in IT, including server enterprise level LAN/WAN network. As a Senior System Engineer, he is proficient in Windows Active Directory, Microsoft Exchange 2007/2010, Good Messaging, Microsoft Office Communicator/Lync, EMC/VMware, Citrix XenApp/XenDesktop VDI, SCCM 2007/2012, SCOM 2007/2012 & Symantec Enterprise Backup server's applications.

PROFESSIONAL EXPERIENCE

Wyle Information System/Trowbridge & Trowbridge, Washington DC   October 2008- Present
United States Department of Treasury/Alcohol and Tobacco Tax and Trade Bureau Contract
Senior Systems Administrator

- Upgraded Microsoft SCCM 2007 R2 to SCCM 2012 SP1 on a SQL 2008 R2 cluster and utilized system to patch workstations and servers regularly on a monthly basis.
- Converted production workstations from XP to Windows Vista in 2009; then converted workstations to Windows 7 in 2011
- Utilized Microsoft SCOM 2007 to monitor server environment
- Used McAfee EPO 4.6 and Antivirus 8.8 to help secure environment from security threats
- Implemented VMware ESXi 4.1 and Citrix XenDesktop 5.5 to convert 80% of production servers and workstation physical environment to a virtual environment cutting operation cost by more than 60%
- Worked with a team on upgrading Citrix Metaframe 4 to XenApp 5
- Managed EMC SAN with more than 40 TB of storage
- Utilized EMC Recover Point to provide high availability and disaster recovery capabilities for important production servers
- Installed & configured GFI Enterprise Fax server for Exchange email client.
- Worked with a team on upgrading Exchange 2003 to Exchange 2007 & upgrade to Exchange 2010.
- Installed & configured Good Technology messaging application for mobile devices.
- Installed & configured Symantec Enterprise Email Archiving software for Record Manager.
- Installed & configured SCOM 2007 R2 to manage servers. Upgraded MOM 2005 to SCOM 2007 R2.

Gerstell Academy, Finksburg, MD   May 2005 – September 2008
Director of Information Technology/Middle School Computer Teacher

- Supported and provided 3rd –level support of a Windows 2003/XP network with 400 end-users.
- Designed and maintained the school website.
- Supported printers on network.
- Integrated Microsoft Systems Management Server 2003 to streamline support to end-users. SMS was used to deploy software and Microsoft updates to end-users and also used to RDP into their machines to troubleshoot problems.
- Implemented and maintained Norton Ghost Enterprise to diminish downtime on workstations.
- Performed daily backups on network servers.
- Implemented new database running off of Microsoft SQL 2005 server to improve the flow of data.
- Maintained Kesaya ticketing database to increase productivity and decrease downtime.
- Maintained Toshiba digital/IP telephone system.
- Installed and maintained in-house email server running Microsoft Exchange 2007.
- Updated workstations to utilize Microsoft Office 2007.
- Oversaw the implementation and maintenance of a campus-wide wireless network utilizing current industry standards.
- Utilized VMware to test deployments of patches and software.
- Improved storage capacity of pertinent documents by adding an iSCSI RAID 5 NAS server to network.
- Proactively scanned network on a weekly basis with network sniffer to improve network flow and increase security measures.
- Implemented Sonicwall Firewall and Intrusion Detection/Prevention device to further harden the network.

- Trained employees on current technologies utilized by the Academy.

United Cerebral Palsy of Central Florida, Orlando, FL   December 2004 – February 2005
Assistant Network Administrator/Volunteer
- Provided network assistance to Network Administrator.
- Revised security measures and policies.
- Aided in migrations from Windows 98 to Windows XP.
- Created a VPN between satellite locations.
- Updated email server from Exchange 5.5 to Exchange 2003.
- Assisted in training of employees.

Network Office Solutions, Orlando, FL   June 2004 – February 2005
Systems Engineer
- Maintained day-to-day functions of in-house Windows 2000 network consisting of two servers.
- Supported 20 workstations in-house.
- Assisted installing and maintaining database to aid in tracking service calls and maintain an up to date inventory.
- Provided desktop support.
- Provided networking solutions to clients.
- Built wired and wireless networks for various clients.
- Troubleshoot various technical setbacks in software and provided solutions for them.
- Trained employees on current technologies.

Circuit City, Altamonte Springs, FL   November 2003 - July 2004
Sales Professional
- Provided technical support to customers with computer related problems.
- Provided superior service to customers.
- Resolved customer issues in timely manner.
- Aided in training of new employees.
- Awarded Employee of the Month for the month of April 2004 for my dependability and performance.

EDUCATION
Bachelor of Science Degree in Telecommunications Management from DeVry University

CERTIFICATIONS
- A+
- Network+
- MCP
- Security+

REFERENCES
- *References Upon Request*