

# Troy Lewis

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## Technical Qualifications

- Vast knowledge of Cisco IOS, NXOS, Cisco L2/L3 switch technologies (Catlyst, Nexus Complete Understanding of 10/100/1000)
- Extensive Knowledge of DNS and Load-balancing technologies (ex Cisco GSS, ACE) Server, storage and mainframe technologies
- Microsoft certified (MCSE)
- Highly skilled in Windows XP, Vista, Windows 7, and 8, Microsoft Office 2010, and Microsoft Project expert
- Knowledgeable in DHCP TC/IP
- Vast Knowledge & Experienced in Networking, and IP protocols
- In depth understanding of cabling best practices
- Complete knowledge in Server & VPN repair
- Microsoft Server 2003, 2008 R2 and associated technologies
- Group Policy Implementation
- Ghost Suite Imaging
- Structured wiring experience complete network cabling knowledge Cat5E, Cat6 Patch panel, RJ45, RJ11 punch down experience
- 18 years' experience in LAN/WAN, system administration, design, and implementation
- Excellent understanding of TCP/IP Protocol Suite (DNS, FTP, etc.)
- Excellent understanding of Wan Technologies and associated Hardware. (L2/L3, Firewalls, Proxy)
- Strong, Result-Driven Project Manager and Network Administrator,

## Other Qualifications

- Natural born Leader
- 18 plus years managing employees.
- Exceptional communication skills.
- Detailed-oriented, Organized, Disciplined, and Prompt
- Trainable & Compatible
- Efficient in Multi-tasking & Prioritizing
- Analytical, & Great at Problem Resolution
- Committed to maintaining cutting edge technical skills & knowledge
- Expert at providing technical support
- On call 24/7 phone at anytime
- Attention to detail, Strong work ethic, ability to work independently or as part of a group.
- Ability to project managed assigned tasks and develops written work plans.
- Good writing skills and ability to communicate / present to large groups.
- Ability to think of task assigned and analyzes how it would impact other systems and applications.
- Strong knowledge of network apps (MS-Office, E-Mail), Windows versions and desktop mgmt.

## Work History

### WUNSYSTEMS / BREMBO NORTH AMERICA – Homer MI,

9/01/13 – Present

Consultations on VPN, firewall, LAN/WAN Routing schemes, and project implementation for various new hardware projects. Point contact for all new hardware/software purchasing ideas, and installation. Trouble shooting CDI lines and GEOMET lines, Active Directory, Infrastructure, Cisco based applications, routers and switches, PC repair, server repair, printer repair, TCIP/DHCP protocols, exchange server maintenance, 2003,2008,2012 sever daily use. Complete user interaction daily, Microsoft 2010 application expert. Windows Server 2008/2003/2000/SBS, VMware, Cisco IOS, TCP/IP, DHCP, DNS, Active Directory, Exchange, IIS, Terminal Services, routing and remote access solutions, firewalls, SQL, Microsoft Office, PCs and other common applications and security Experienced infrastructure technician responsible for the daily operations of server & client PC Support including the troubleshooting & break/fix of server & PC hardware, OS and ILO configuration, host & client software, network connectivity, account management, print queues, and tech support of video/audio conferences Responsible for on-going infrastructure, and data center maintenance & operations change/problem management, and project support, years of experience providing infrastructure, network, switches, routers, telecommunication, servers, and support expert on video conference system operation and support provided next level expertise for computer systems (software, hardware) and equipment (printer, plotter, and telecommunication devices) trouble-shot all types of problems, and equipment repair and replacement. Provide support for on-site conference meetings (video conference, web meeting).

### Boyda Consulting / Battle Creek MI,

10/12 – 09/13

#### Network Infrastructure Engineer

2008 & 2012 Server transfers, SAN, NAS maintenance, VM Ware, SQL Server & Exchange Cisco box install, and upgrade, rebuild server repair, and pc upgrade for project development. Microsoft Project coordinator and facilitator

## **IT Manager (hands-on role)**

CSS, Dearborn, MI  
09/2004 – 09/2012

- Served as team leader in design and implementation of 1000 node FDDI/Ethernet network w/ Novell & Linux & UNIX servers, 40 Hubs, 3 Cisco 7000, Routers running CAT.5 UTP, utilizing TCP/IP, IPX protocols.
- Handled implementation and management of a Microsoft Office Automation project for a 650 node Ethernet network with 11 Novell servers utilizing SAP, TCP/IP, and IPX.
- Handled hands-on management of software set-up and authorization, management/administration and validation of Anti-Virus software.
- Optical disc. Loaded TCP/IP Routing modules and set-up TCP/IP subnets
- Daily use of server IBM 3100, 3200 off of a Linux based OS Complete Server maintenance and repair.
- Handled all Cisco Router issues including design aspects, installation, configuration, and support.
- Installed and configured Routers using IGRP, EIGRP, and RIP. Set-up Router tables, loaded Ethernet addresses, set-up address sharing, named conventions set-up subnets/masking.
- Used Ping, Telnet, and Route tracing methods to troubleshoot Routers.
- Installed Hubs, backbone to Hub, and Hub to Station.
- Built Novell and UNIX servers handled full installation, configuration, and upgrades of HP 9000 300/400/700, Sun 10/2, and X Stations. This included OS install and start-up, external discs, and tape drives.
- Handled site configuration of AGS+ Routers using IGRP, SNA 317x controllers using Fiber and Coax.
- Novell to Microsoft migration experience
- Novell E directory

## **Detroit News, Detroit, MI**

6/1994 – 9/2004

### **QA / Helpdesk Manager**

Complete control over helpdesk tickets and all functionality.

PC repair, printer troubleshooting, repair, Mainframe, AS400 maintenance, upgrade, and repair, spy view source, and upgrades address sharing, named conventions, set-up subnets/masking, access lists, etc., • Provided the organization with operational support in all areas Windows Server 2003/2000/SBS, infrastructure technician responsible for the daily operations of server & client PC Support including the troubleshooting & break/fix of server & PC hardware, OS and ILO configuration, host & client software, network connectivity, account management, print queues, and tech support of video/audio conferences Responsible for on-going infrastructure, and data center maintenance & operations change/problem management, and project support

### **Awards**

Employee of the Year- CSS, IT Manager

### **Education & Certifications**

B.S. - Computer Science, 1994 DCB, Dearborn, MI  
MCSE Certified - 1995  
Certified Win A+  
CCNA