**PROFESSIONAL SUMMARY**

Mr. Elmore is a Systems Engineer with more than thirteen years of information technology industry experience. MCSA certified professional with fourteen years of Windows system/network engineering experience with a recent focus on systems administration, network monitoring and vulnerability management.

**SECURITY CLEARANCE**

Public Trust

**EDUCATION**

Computer Career Institute at Johns Hopkins University

PC Services and Support (A+, Net+, Linux+)

MCSE with Security+

**CERTIFICATIONS**

CompTIA A+, 2004, Cert #DZLEFEFG1H41YVBH

CompTIA Network+, 2004, Cert #2RCN1VVE2K1ECB8L

Microsoft Certified Professional (MCP), 2004, Cert #A477-9866

Microsoft Certified Systems Administrator (MCSA), 2007, Cert #A477-9870

Microsoft Certified: Azure Fundamentals, 2021, Cert #I079-7168

**TRAINING**

* Repackaging with Wise Package Studio
* ITIL Service Management Foundation
* IBM Tivoli Endpoint Manager 8.2 Content Development and Customization

**TECHNICAL SKILLS**

* SolarWinds Orion Platform
* SolarWinds Security Event Manager (Formerly Log and Event Manager)
* IBM Bigfix Endpoint Manager
* McAfee ePolicy Orchestrator
* Microsoft Windows Server 2012 (R2)/2019
* Microsoft Windows Domain Group Policy
* Microsoft Network Services (DNS,DHCP,LDAP)
* Microsoft Office 2016

**PROFESSIONAL EXPERIENCE**

**Sr. Systems Engineer, Nuclear Regulatory Commission Contract**

TekSynap Corporation 2019-Present

Change Request Coordination

Managed server deployment and decommission efforts in support of multiple server migrations to Windows Server 2016. Administrator responsibilities are very siloed on the NRC network so good communication is necessary to facilitate tasks and complete requests.

SharePoint Platform Management

Managed the SharePoint platform for RPAS division, handling monthly cumulative update deployments, maintenance tasks, and vulnerability remediations.

Remedy Ticket Queue Management

I took responsibility for managing the Remedy queue for the Systems and Database team, assigning tickets to the appropriate people to keep work flowing and to avoid falling out of SLA compliance.

Technical Troubleshooting

Provided escalated technical support as necessary. Collaborated with other teams to find solutions when changes were required that were outside our scope of responsibilities.

**SolarWinds Admin/Windows Team, Federal Trade Commission Contract**

TekSynap Corporation 2017-2019

SolarWinds Orion Administrator

Migrated the Orion application front-end server to Windows Server 2016. Upgraded all Orion application modules to their latest major versions. Enabled and configured automated reporting for the environment. Reconfigured all common alerts to include more useful information. Resolved many performance-related issues within the application.

Built and implemented several custom component monitors to help fill in gaps in the organization’s monitoring configuration.

Set configurations for optimizing reporting and alerts to resolve several performance related issues previously experienced by the team. Re-designed the alerting templates to provide much more detailed and useful information to responsible system owners, resulting in their ability to respond more quickly to issues when they arise.

Implemented AppInsight monitoring templates for Microsoft Exchange, allowing administrators to easily keep an eye on the organization’s e-mail application, and to quickly respond to issues as they arise.

Created several reports to help the organization better keep track of assets for inventory purposes.

**SolarWinds Admin/Windows Team, Federal Trade Commission Contract (cont.)**

SolarWinds Security Event Manager (SEM) Administrator

Upgraded the LEM appliance and all application connectors to their latest versions. Audited the configuration of all connectors and removed all duplicate connectors, eliminating duplicate logs being captured. Implemented Vendor recommended configurations to greatly increase performance on the VM appliance. Worked with the Network Team to transfer firewall alerting duties from all Palo Alto devices to the LEM appliance.

The appliance upgrade along with newly implemented configurations vastly improved performance for the LEM appliance/application. The LEM appliance now carries the heavy load of alerting for FTC’s Palo Alto firewalls.

**Systems Engineer, NIH/Office of Research Services Contract**

*Booz Allen Hamilton* 2015-2017

*XA Systems* 2011-2015

*Jacob's Engineering* 2010-2011

BigFix/IBM Endpoint Manager (IEM) Administrator

Migrated the ORS Patch Management system from Microsoft WSUS/SCCM to IBM Endpoint Manager. Built and implemented the IEM environment to manage and maintain patch compliance across 3000 servers and workstations. Proficient in BigFix Relevance and ActionScript languages for custom actions and properties.

The implementation of BigFix/IEM into the ORS environment vastly improved patch compliance across all server and workstation environments. ORS maintained roughly 90% compliance for workstations and 99% compliance for servers.

McAfee ePolicy Orchestrator Administrator

Maintained development and production McAfee ePolicy servers and policies for 3000 systems. Implemented client discovery and AntiVirus deployment methods in combination with BigFix/IEM to improve AntiVirus DAT compliance across all systems.

Configured TEM policies to automatically detect and mitigate instances where AntiVirus software had fallen out of compliance.

ORS routinely maintains a 99% AntiVirus DAT compliance for all systems.

**Systems Engineer, NIH/Office of Research Services Contract (cont.)**

SolarWinds Orion Network Performance Monitor Administrator

Maintained a database of systems and information to monitor and alert on UP/DOWN status for 3000 systems and devices. Implemented “Advanced Alerts” for the Office of Research Facilities (ORF) division, which allowed for much more detailed information, such as Location and Point of Contact information, to be included with alerts. This allowed the customer to take appropriate action much more quickly when responding to critical alerts, etc.

Configured custom dashboards for ORF to allow for easy top-level views of their devices. The custom dashboard presented multiple views so that customers can organize their devices by system, physical location, up/down status, etc. This allows for customers to quickly identify any system or building-wide issues if they arise.

Oracle RAC system support for the Division of Radiation Safety (DRS)

Built and configured the physical platform for development and production Oracle Real Application Cluster (RAC) systems including iSCSI storage and LUN configurations, and fault tolerant switch/VLAN configurations. This provided a fault-tolerant and load balancing foundation for the division’s main monitoring and alerting applications.

**Junior Network Administrator, NIH/Office of Research Services Contract**

*TechTeam, Government Solutions, Inc.* 2007-2008

Print Server Administrator

Managed 4 development and production Print Servers and approximately 300 print queues for the division. Setup and managed networked scanners and digital senders.

Backup Administrator

Maintained and audited nightly backup jobs and schedules for 200 physical and virtual servers using Veritas Backup Exec and Symantec NetBackup.

HelpDesk Technician, NIH/Office of Research Services Contract

*TechTeam, Government Solutions, Inc.* 2006-2007

*Sytel, Inc.* 2005-2006

Helpdesk Technician

PC Hardware and Software installation and support. Tracked tickets using Action Request Remedy Helpdesk software. Used Microsoft Systems Management Server (SMS), SystemTools Hyena and other tools to troubleshoot PCs remotely.

Altiris Wise Installation System Scripting

Used Wise Installation System 9 to create custom executable files to install software and to execute fixes to common issues, backup & restore user profiles, etc.