**Ray Eggert**

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**Elverson PA 19520**

**(267) 767-2475**

**RayEggert@comcast.net**

**Skills**

* Windows Server 2003, 2008, 2012, 2016, 2019
* Windows XP, Vista, 7, 8, 10, 11
* Active Directory, Group Policy, Distributed File Systems, Print Management, IIS
* Exchange Server 2003, 2007, 2010, 2016
* SQL Server 2008, 2012
* Microsoft Dynamics CRM, NAV - CERES
* Office 365 – Exchange, Sharepoint, Skype for Business\Teams
* VMware ESXi 3, ESXi 4, ESXi 5, vCenter Server, vSphere
* Blackbaud – The Raisers Edge
* Firewalls – Watchguard, SonicWall, Cisco Meraki
* Switches – Cisco, Dell PowerConnect, Ubiquiti
* Dell Server Hosts, Equallogic SANs
* Backup and Disaster Recovery – Symantec Backup Exec, Quest Rapid Recovery

**Experience**

**2008 – Present Philabundance Philadelphia, PA**

*Senior Manager – Network Administrator*

* In addition to Network Admin responsibilities:
* Developed strategies to grow the IT dept and align new technologies with business practices. Managed vendor relationships and contracts to ensure that SLAs are upheld. Managed growing helpdesk staff and implemented ticketing system. Further upgraded network infrastructure and disaster recovery plan. Managed PBX phone systems and company cell phone contracts. Implemented VOIP phone system across multiple locations. Managed purchasing and billing in accordance with budget in a non-profit environment. Server and software licensing management. Assisted in the development and deployment of new business models and implemented all new IT infrastructure for new locations. (Including the launch of nations first full service non-profit grocery store) Migrated Exchange 2010 to Microsoft Office 365 cloud environment. Launched and maintained Sharepoint company intranet site. Converted Microsoft Dynamics Navision ERP system from 4.0 to 2013 R2. Built, managed, and maintained multiple SQL server database versions and maintenance plans.

*Network Administrator*

* Build, deploy, monitor, and maintain Windows servers in a VMware ESXi environment. Migrated server infrastructure from Windows Server 2003 to 2008. Migrated Exchange Server 2003 to 2007 and later 2010. Migrated user environment from Windows XP to Windows 7 followed by Windows 10. Upgraded the network infrastructure including server hosts, SANs, switches, routers, firewalls and cabling. Assisted in the upgrade from separate T1, cable, and DSL network connectivity to full MPLS infrastructure. Managed Active Directory, Exchange, Citrix server, Microsoft Remote Desktop Services, Backup Exec, and Microsoft Data Protection Manager. Assisted helpdesk staff with escalated help requests.

*Helpdesk Technician*

* Ran a 1 man helpdesk environment servicing 4 locations with a total of over 150 employees. Setup, troubleshoot, research, diagnose and resolve technical issues both hardware and software related for all employee PCs. Serviced both desktop and laptop PCs, multifunction printers, routers, switches, firewalls and other related networking equipment. Created and managed user accounts in active directory. Migrated user environment from Windows 2000 to XP. Assisted in the migration of the server environment to an all virtual VMware ESX environment.

**2005 – 2007 USI Colburn Philadelphia, PA**

*Imaging Support Specialist /Process Coordinator*

* Assisted the Vice President of Operations and Chief Information Officer during the rollout of the Document Management and Indexing department
* Setup, troubleshoot, research, diagnose and resolve technical issues surrounding the Document Management software
* Trained other staff to use the Imaging/Indexing software
* Worked closely with Help Desk Specialist to resolve software and hardware problems
* Acted as liaison between Customer Service, Document Management and Information Systems Departments.
* Provided constant in-house networking and gathering feedback of new workflow
* Track and prioritize all incoming correspondence such as mail, fax and email

**Education**

**Katharine Gibbs School; Norristown, PA**

Associates in Specialized Technology Degree

Program of Study in Personal Computers and Networking Technology

Graduation Date: September 2005

**Final GPA: 3.67**

CompTIA A+ Certified Technician