

VITTORIO ALVAREZ

SUMMARY Senior Network Engineer with 13 years of experience. Strengths in Citrix, Cisco Systems, Security, and Microsoft Windows environments.

**HARDWARE &
SOFTWARE**

Windows NT/2000/2003 Servers, Windows 98/2000/XPPro,Vista, AS/400 ISeries ,SQL Server 2000, Citrix Metaframe Presentation Server 3.0 4.0, 4.5,Active Directory, Group Policy, Exchange Server 5.5/2000/2003, LAN/WAN, VPN, WINS, IIS, DHCP, DNS, Checkpoint, Dell 2950, 2970, 2900, 1950 & 2950 Storage Headers, Attached SCSI Devices MD 1000, 3000, NAS Device, Excel Meridian Storage Arrays, Double Take, Replication Exec, HP Proliant DL300, Netscreen/Juniper Network Firewalls, 25/5, Cisco 1720,2600,3600 routers, Cisco LMI/IOS/DLCI/Serial 0+1 ports, Frame Relay, Ethernet, Cisco IOS, RIP, EIGRP OSPF, BGP Sun Solaris Sparc4/5/Ultras Servers, SCSI, PPTP Tunnel, T1, ISDN, EDI Gentran, HEAT, Client Access 4.0/5.0, JDE, BES (Blackberry Enterprise Server), Symantec Enterprise Backup Exec 11d, Copy-to-Disk, Open-File-Open, Copy-to-Job, xMerge, VMware ESX, SOX 404, COBIT, Sarbanes Oxley.

EXPERIENCE

September 2007
To Present.



MST (Macys/Systems & Technology) Support Center Northern Region

Lorain, Ohio

Manager of Networking

- On a team of 700 technical professionals that supports of the biggest department stores in the world supporting 80,000+ Enterprise (worldwide) end users in a Citrix Presentation 4.0 environment with over 250 Citrix Published Applications.
- Responsible for hiring all IT personnel within the networking departments nationwide.
- Installed, configured and supported 170 Production & 30 Test Citrix Presentation Servers Windows 2003 Server R2 in a retail environment.
- Installed and configured Presentation 4.0, Citrix Access Gateway. Configured Citrix Netscaler. Created new 4.5 Farm migrated users from 4.0 farm.
- Configured all OU's and Group Policy (including Security Templates and distribution)
- Administrate and design Active Directory security and policies
- Monitored Citrix Resource Manager for Server health.
- Familiar with Citrix Installation Manager to deploy applications to servers on the farm.
- Supported remote end users world wide.
- Worked with all level of management, project managers and technical services implementing emerging technologies.
- Make technical recommendations based on store size and user counts.

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- Performed due-diligence at new store locations nationwide.
- Form support alliances with all levels of technical peers and leadership.
- Work on assignments and day to day support via Help Desk requests.
- Provide timely resolution to all end users based on severity of issue.
- Adhere to SOX/COBIT 404 compliancy in a change control environment.

June 2002
To September 2007

North Coast Energy

Akron, Ohio

Director of Information Technology

http://findarticles.com/p/articles/mi_m0EIN/is_/ai_87411885

- Working in an oil and gas environment supporting 5000 users 125 servers both Microsoft and Geology applications including GeoGraphix, Discovery 2000, Well View Scada systems, Aires GIS applications, and Excalibur accounting financial application
- Supported LANWAN nationally supporting 3000 users, installing, supporting Windows 2000 & 2003 Server, XP Professional, Exchange 2000/2003, SQL 2000, Citrix XPe Presentation Server 3.0 + 4.0, and AS/400 I Series (Utilizing AS/400 Client Access V4.0 & 5.0) running JD Edwards Accounting Software. Setup departmental Active Directory Group Policy and OU's,
- Provided Blackberry users in the field and BES (BlackBerry Enterprise Server)
- Supporting Backup Exec Backup software providing backups and restores with all servers. This included implanting push technology including Replication Exec.
- Setup user profiles on AS/400 ISeries, trouble shoot printer issues and batch jobs.
- Migrated Exchange 5.5 Server to Exchange 2000 server then to 2003. Moved mailboxes via Xmerge Outlook user PST files, Homed Public folders, DCPROMO Exchange 2000 server, and removed Old Server from domain using ADISEDIT.
- Familiar with Desktop packaging with MSI via LANDesk application and VB scripting.
- Setup all users roaming profiles and introduced patch management and push down anti-virus updates in addition to providing Security and intrusion detection
- Installed and configured Firewall/VPN Netscreen 25 in main office and installed Netscreen 5 in all remote locations. This enabled the company to eliminate their current QWEST Frame Relay DATA circuit and to use their Internet frame using a secure PPTP tunnel.
- Implemented Surf Control Web and Email Filter software that monitored all Internet traffic and Email Filter for accountability reporting for end users for all departments, management for human resources inquires
- Purchased all software and hardware negotiating contracts with 3rd party vendors. Strong interpersonal skills with all levels of users within the company.

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January 2001

Phycom Corporation

To June 2002

Westlake, Ohio

NETWORK ENGINEER

- Administrate 50 NT (Mixed environment 2000 and 4.0) Microsoft Exchange 2000 servers, and 30 Citrix servers farm in a multi-user ASP environment nationwide supporting 7,000 users
- Installed and configured Windows NT 2000 Server, NT 4.0 Server, 2000 Professional, Citrix Metaframe 1.8 & XP, XPS, XPE, and Exchange 5.5 & 2000. Upgraded Exchange 5.5 to Exchange 2000
- Setup, installation and configuration of WINS, IIS, DHCP, DNS, and other services to run complex network Windows 2000 Native environment
- Administered Checkpoint firewall and implemented rule base and policies
- Implemented VPN solution using Checkpoints Secure Remote Client
- Performance tuning, monitoring and making recommendations for hardware and software platforms and solutions, installing service pack
- Installed and configured Citrix Metaframe 1.8 and the new XP application
- Responsible for ordering and turning up circuits in new and existing locations
- Setup Windows Servers for ASP and DMZ environments
- Ordered frame and worked with Ameritech vendors and engineers to help execute deliverables on time
- Installed and configured IOS on three CISCO 1720 router's in Cleveland and Seattle
- Configured Cisco LMI, IOS, DLCI, Serial 0+1 ports, traffic shaping
- Provisioned 56k Frame to a 512k frame shipped remaining routers to other locations
- Migrated all NT 4.0 Operating Systems to Windows 2000 Server SP2
- Setup new domain structure Schema, DCs and Active Directory Services
- Installed, and implemented new file and print server across multiple domains
- Performed due-Diligence, Risk Management, License Audit, and entire network assessment to Phycom Corporation's current infrastructure

December 1998

To January 2001

Telsource Corporation

Strongsville, Ohio

NETWORK ADMINISTRATOR

- Administrate 14 NT Servers, and 2 Microsoft Exchange Servers, Citrix Server, IIS Server, and 2 Proxy Servers', DHCP, WINS, and DNS
- Performance tuning, monitoring and making recommendations
- Support hardware and software platforms and solutions across WAN
- Responsible for Purchasing new hardware and software for all users
- Setup user accounts, network printers, and email accounts
- Supported 250 Telecom Engineers out in the field
- Provided fixes and software upgrades for Y2K project
- Setup BDC in New Jersey for redundancy and fail over
- End user support in 15 remote locations and in house
- Providing solutions, research for new hardware and software
- Responsible for ordering and designing new computer room
- Migrated legacy DB (Dataflex) to Pervasive SQL interface
- Created Published applications in Citrix to access legacy DB remotely

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July 1997
To December 1998

Applied Technology Ventures

Cleveland, Ohio

TECHNICAL SUPPORT ANALYST

- Supported Windows NT, and AS/400 with complex POS Implementations
- Implemented managed pos rollout for Burger King Restaurants
- Wrote proposals, and evaluating current hardware and software needs for clients
- Performed and Post and Pre-sales for clients and sales force
- Configured installed Compris software for Burger King Par POS hardware
- Rolled out JDA software to and configured pos systems for the PGA Golf Tour
- Documented and implemented different network POS configurations
- Involved with documented installation loads onto IBM 4694 pos

February 1997
To July 1997

Bell and Howell

Independence, Ohio

TECHNICAL SUPPORT SPECIALIST

- Supported nationwide LANs for Ford, Chrysler, GM, and Nissan
- Supported Sun, Sparc4s, Sparc5s, Sparc-Ultras Servers, with Solaris operating system
- Reported to technical support Manager, IDM Customer and Technical Support
- Resolved a high degree of Technical and analytical through telephone diagnostics in the automobile industry
- Knowledge of LAN and Ethernet topology
- Strong background software, terminal emulation (VT220, 5250) and SCSI devices
- Proven strength in UNIX, Windows 95, Windows NT, and DOS operating systems

February 1995
To February 1997

Sealy Mattress

Cleveland, Ohio

HELP DESK ANALYST

- Supported internal user personnel at Sealy Mattress corporate headquarters
- Monitored EDI Gentrans incoming transmissions from vendors nationwide
- Entered tickets on HEAT Helpdesk software application logging and closing tickets
Changed backups on Novell Network
- Voted Rookie Consultant of the Year by peers, which was a great tribute, and a major contribution to career progression

EDUCATION

1984-1986

PSI Institute

Cleveland, Ohio

Associate of Computer Sciences

Computer Operations 1984-1995

1984- 1986 Fi-Serve
1986-1988 Revco D.S., Inc.
1988-1990 Luria Brothers
1990-1995 Preformed Line Products

CERTIFICATIONS

Microsoft – 2003 MCSE, MCSA, MCP, CCA