

EDMOND H. MARTIN
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Visit my web site <http://www.EdmondMartin.com>

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TECHNICAL ACUMEN

Operating Systems: Windows (all versions), Windows server (all versions), Linux Red Hat ES, (RHCS) SUSE, Ubuntu, Cent OS, Fedora. **Unix** Sun, HPUX, SCO, HP / EMC SAN

Applications Software: MS Office (all versions), MS Exchange, Cisco VPN, RSA, Hummingbird / Xserve, Siemens and Avaya phone systems, Ghost; RSA; Honeywell Security, CA Unicenter, Hummingbird / Xserve.

CERTIFICATIONS

Certified Information Systems Security Professional (CISSP) **Class**. Introduction too ITIL standards. Most of my education is non traditional on the job training and self education out of a need to know. **Current field of study:** VMware ESXVi-3, Webmin Linux admin interface, Adobe CS3.

EXPERIENCE

Independent Contractor

Recent work with Insight communications for a systems relocation.

Various web site design including eCommerce Magento based <http://aaapetsonline.com> (soon to be open for business)

Kentucky State VFW (also soon to be online at vfwky.org) Temporarily hosted at <http://www.vfw1170.org/vfwky/>

Others include: <http://www.stargazeobx.com> <http://www.djrbuilders.com> <http://www.vfw1170.org> and <http://www.weinsurephilly.com>

Surrex / Humana Corp., Louisville, Ky.

01/2008 – 10/2008

CCA Environment Administrator

Humana Corp. is a leading provider of healthcare throughout the world. Corporate headquarters in Louisville, Ky.

- Maintained highest levels of uptime for critical Clinical Care Advantage web 2.0 application.
- Interact with internal business groups to adjust and roll out systems updates and fixes to further optimize usability and response time of the CCA application.
- Primary duties where production support.
- Created and updated production support reports monitoring end to end application performance.
- Primary tools, Windows 2003, IIS, COM+, Site Scope, Truesite monitoring, MS SQL 2005, CA Unicenter, Excel, PowerPoint, Load runner benchmark, Bomgar remote support utility.
- Hummingbird / Xserve interface.

TRG Customer Solutions, King of Prussia, Pa.

06/2007 –12/2007

Systems Engineer

TRG Customer Solutions provides end to end call center sales and support. Truly a world wide company with various locations including: U.S., Pakistan and the Philippines.

- Maintained highest levels of uptime for critical data center business services of Western Region, primarily Windows 2003 and Red Hat Linux clusters (RHCS) and servers in multi-domain environment across several locations.
- Microsoft Exchange 2003 Administrator including Blackberry enterprise server.
- Information's Systems auditing.
- Disaster Recovery Planning and Business Continuity Planning.

- Key member of Enterprise Windows 2003 team, responsible for reviewing existing systems, identifying issues relating to Windows 2003 Active directory and group policies, implementation, and developing recommendations. Tier III support.
- Storage management (HP / EMC SAN)
- Performance measurement, tuning, optimization, cluster services and load balancing of Windows 2003, exchange and Linux based servers.
- Change management.
- Effectively handled client inquiries in a friendly, professional manner.
- Handled server/virtual server configurations.
- Troubleshooting and networking activities.

Primary skills used: Windows 2003, MS Exchange 2003, BBES, IIS, COM+, Site Scope, Truesite, MS SQL 2005, Oracle 9i, CA Unicenter, Load runner, utility MS cluster services Group Policy, All active directory elements. Red hat cluster services, MS SQL

Independent Contractor 01/2006 - 05/2007

PROTECH SOLUTIONS, Princeton, NJ Systems Engineer

Protech solutions is part of a joint applications development for the state of New Jersey Child support system.

- Led team of 3 to build active directory domain from scratch at our new location.
- Implemented and managed Avaya Phone system.
- Developed and installed in house surveillance system.
- Developed and completed a systems site survey report for the state encompassing all 46 counties and sub stations.
- Tier III server, desktop and phone support.
- Hummingbird / Xserve interface.
- Utilized the EM7 Network site survey discovery system for the entire state of N.J. child support system. Completed a full systems schematic and presentation of existing network and upgrade proposals.
- Effectively handled client inquiries in a friendly, professional manner
- Handled server/virtual server configurations (VMWare).
- Administration and configuration of both Windows (Active directory) and Linux servers.
- Troubleshooting and networking activities

Primary skills used: Windows 2003, IIS, COM+, MS SQL 2000, Oracle 9i, Load runner, Group Policy, All active directory elements. Various Linux Distro's,

CYMPAK CORPORATION, Ft. Washington, PA Lead System Architect

- Major client system upgrades
- Enterprise wide conversion from Windows NT to 2003
- Systems integration to Mac/Windows/Novell/Linux
- Created systems analysis, reported issues and made recommendations for improvement.
- Systems support for many small to mid size companies.
- Handled client issues in a friendly, professional manner.
- MS Exchange administration.

MISI/INDEPENDENCE BLUE CROSS, Philadelphia, PA Windows Server Systems Administrator

- Provided tier III Active Directory and Print Server Administration
- Supported over 9,500 users
- Managed new and existing user shares and directory quotas

- Equipment and software included several HP server clusters, HP / EMC SAN, Veritas Storage Central
- Maintained several print servers
- Maintained HP OpenView Service desk trouble call tracking system.

NDC HEALTH, Yardley PA
Systems Engineer/Security

04/2001 – 08/2005

- Managed and provided support for Windows Servers, phone systems, VPN / RSA admin. security systems, Oracle 8, CA Unicenter, computer hardware and software inventory.
- Provided end user support for 70 user local offices and one remote 20-user office
- Additionally supported 25 remote users.
- Microsoft Windows NT, Windows 2000, 2003 Administration
- Provided Outlook/MS Exchange e-mail administration
- Handled remote installs, control and inventory by utilizing SMS
- Supported, monitored and maintained company's internal network operations, including installation, configuration and maintenance of telecommunication systems.
- Provided 24/7 support for critical outages
- Documented hardware and software infrastructure.
- Supported help-desk operations
- Hummingbird / Xserve interface.
- Identified and validated customer requirements.
- Project Manager for Windows/Office 2000 platform upgrade.
- Successfully planned and implemented project and migration for 70 users (located in Chicago) to Windows 2000 Professional/Office 2000 Professional four months ahead of schedule.
- Successfully implemented Windows XP Pro/Office 2003 upgrade ahead of schedule.
- Designed, developed and implemented Intranet Desktop support website. Handled training for use of this website.
- Posted various documents for self-help, reducing the workload for the desktop services staff.
- Posted company policies on various desktop support related issues.
- Developed and posted directions to help end users troubleshoot issues.

THE HENNESSY GROUP, Yardley, PA (Consultant)
Software Support Technician

07/2002 – 07/2004

- Managed and provided software support by installing and troubleshooting Windows and Microsoft Office applications.
- Managed TCP/IP Internet applications, Recruitmax, Dell and Comapq desktops, laptops, file server, backup equipment and HP Printers
- Managed Microsoft Windows NT, Windows 2000 & 2003, Exchange Administration, Outlook/MS Exchange e-mail administration.
- Exchange 5.5 – 2003 conversion.
- Handled new server builds and upgrades.
- Supported help-desk operations.
- Identified and validated customer requirements.
- Supported multiple operating systems (Windows 95, 98, NT 4.0 upgrades).
- Planned and implemented project and migration to Windows 2000 Professional/Office 2000.
- Managed and implemented Windows XP upgrade and rollout.
- Maintained company's website (www.thehennessygroup.com)

ARC/PECO ENERGY (an Exelon Co.)
Lead Installer

08/2000 – 03/2001

- Upgraded and supported desktops with latest application software, electronic mail systems, internet software and operating systems.

- Installation of all software and hardware included within the scope: Windows 2000 Pro, Office 2000, IE5 and Ethernet network upgrade.

ECHO COMPUTER SYSTEMS

01/1997 – 08/2000

Lead Technician

- Provided desktop support for a variety of client platforms including DOS, VFW, Windows, NT and Windows 95/98 on Windows NT networking platform user with environments ranging from 200 to 2000+.
- Installed, serviced, and administered networks and Internet servers.
- Designed and implemented Internet websites.
- Designed, purchased and built computer workstations and servers.