

Tim Malone, MCSE

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Summary

Hands-on IT Professional with extensive VMware, Windows and Linux Server Administration, Virtualization & Disaster Recovery Expertise. Experienced in manufacturing, health care, aviation, publishing, distribution, and retail. Microsoft Certified Systems Engineer (MCSE) and VMware Professional. Passionate about providing excellent IT management, technical support, and network administration. Career focus on small businesses with typically less than 200 employees and one or two locations. Specialize on team building, mentoring, teaching, and training.

Skills

- Experienced network admin: Domain Controllers, Active Directory (22 years), Group Policy
- MS Windows Servers (2019, 2016, 2012R2), MS Exchange 2016, endpoint management
- Remote server control: iDRAC (Dell), ILO (HP), Remote SAN Management (HP, Tegile)
- Networking: Switches, routers, firewalls, IPsec tunnels, SSL & DTLS VPNs, WANs
- Network architecture, infrastructure, engineering, installation, and maintenance
- Network monitoring: SolarWinds, Nagios, PRTG, IP Scanners, log monitoring
- Cloud tools: AWS, Azure AD Services. Exchange hybrid integration, Office 365
- Servers: Dell PowerEdge, HP Proliant • Backup solutions: Veeam, Datto, Backup Exec
- Virtualization: VMware 6.5, vCenter, HyperV • Scripting: PowerShell, command line (DOS)
- Protocols: TCP/IP, DHCP, DNS, FTP, SSL, PPTP, VPN, RDP, VNC, WSUS, iSCSI, SIP, VoIP
- Office & Reporting tools: MS Office, Teams, Zoom, Slack, Crystal Reports, SQL scripting
- Alarm, Building Access, gate control systems: Johnson Controls / Tyco / Ademco
- Skilled in assembling, maintaining, and repairing computer and networking hardware
- Managerial skills: Disaster recovery, department / staff management, budget preparation
- Other: Contract negotiation, project management, meeting management, succession planning

Specific equipment skills found at: <http://3tcm.net/TMaloneTechSupportDetails070321.pdf>

Certifications and Education

- MCP, MCSE, VCP, A+, Network+, Security+, Server+, Storage+, Linux+, CEH (40 hours)
- Further details and copies of certifications can be found at <https://3tcm.com/certificates>
- Completed CNSE program at Moorpark College to maintain Microsoft Engineer currency
- Associate Degree from Mt. San Antonio College, Walnut CA, Systems Analysis & Design

Experience

Sr. Network Admin, IT Manager
Canoga Perkins (Telecom manufacturing)

September 2018 – present
Chatsworth, CA

- Managed IT Department and tech staff (network admin, desktop support, dev/ops)
- Maintained production and test network w/500+ endpoints (Win 10, 7, XP, Linux)
- Managed Active Directory & security groups, Exchange, VPN access, building access
- Upgraded corporate Internet to 500Mbps, then 1Gbps. Reduced costs by over \$2500 per month
- Managed all firewalls and switches, upgraded core switching fabric to 10Gb SFP+ / DAC
- Installed, configured, managed, upgraded and maintained four production SANs over 140TB
- Upgraded VMware from 5.5 to 6.5. Added third host (30 VMs) for High Availability cluster
- Built multi-host engineering cluster with FreeNAS and Proxmox (Open-Source VMware)
- Created, tested, and monitored Veeam backups, ensured daily backups of critical systems
- Virtualized servers and workstations, recovered company from extended power failure
- Configured Azure AD Sync and Hybrid Exchange, migrated 115 mailboxes to MS365

IT Manager / Systems Administrator
Natren Probiotics

October 2017 – September 2018
Westlake Village, CA

- Supported C-level executives. Provided technical consulting services and IT Direction
- Created annual IT plan and department budget. Enforced network usage policies
- Trained and supported 40+ users in manufacturing, executive, finance, and sales
- Maintained active Directory, supported Microsoft Dynamics Accounting System
- Migrated failed LTO tape backups to Datto Siris D2D Disaster Recovery Solution
- Transitioned three locations from radio internet to fiber; enabled automatic ISP failover
- Migrated company to new data center. Managed replacement of entire IT infrastructure (\$175K)
- Implemented complete server virtualization (eSXi 6.5, 20TB SAN). Upgraded legacy switches
- Upgraded +10 servers from Win2003 to Win2012R2. Prepared for migration to Office 365

Senior Server Engineer
Valley Presbyterian Hospital

May 2017 – September 2017
Van Nuys, CA

- Resolved helpdesk support issues in HEAT ticketing system – averaged 20 tickets per day
- Provided VMware support for 200+ virtual and physical servers and 1000+ desktops
- Managed server security patching, updates, data backup (LTO tape) and restore processes
- Prepared network for migration to cloud. Assisted in hospital-wide cloud migration
- Managed Active Directory & GPOs. Upgraded endpoint security for all workstations

IT Manager / IT Director / Infrastructure Architect
AvJet Corporation / Jet Aviation

February 2005 – February 2017
Burbank Airport, CA

- Directed network infrastructure improvements at large private air charter organization
- Managed department, provided weekly equipment status reports to C-suite personnel
- Managed all IT assets. Reduced expenses by \$28K/year. Created and managed annual IT budget
- Ensured 99.999% uptime on network, servers, VPN, VMware. Managed two on-site data centers
- Maintained and patched servers. Installed & balanced VMs, Managed Active Directory, permissions
- Supported Sage MAS 500 accounting system and Abra in-house payroll system for HR Department
- Upgraded all workstations (WinXP→Win7→Win10), minimized downtime. Rolled out 150 iPads
- Transitioned corporate telecom to Business VoIP, and Internet from dial-up speeds to 100Mbps fiber
- Designed, implemented, and tested offsite disaster recovery plan using Datto Siris cloud device
- Implemented email archive system, Installed VPN device enabling remote workers to use RDP
- Hired, trained, and mentored new personnel in help desk, support, and network admin roles

IS Manager
Condor DC Power / SL Industries

February 2001 – August 2004
Oxnard / Ventura, CA

- Hired, trained, and managed staff of five in the IS Department to support 175 users, 25 servers, WAN
- Created department budget, set and directed department goals. Provided third-level support for all tech
- Converted company from old customized AlphaMicro MRP and Macola to QAD Mfg/Pro ERP system
- Introduced VoIP and Terminal Services (RDP) to conserve bandwidth, improve remote user productivity

([See Linked-In](#)) for various additional technical support positions prior to February of 2001

Personal skills

- Coaching. One-on-one mentoring. Delegating. Decision-making. Team building
- Public speaking. Active listening, teaching, and training
- Organization. Documentation. Knowledge management
- Problem-solving. Root cause analysis. Process improvement. Pattern recognition. Lateral thinking
- Conflict resolution. Patient, tolerant, diplomatic. Good judge of character
- Negotiating. Mediating. Facilitating. Work well under pressure. Crisis management