

SUMMARY

- 19 years of cross-platform experience in systems/network administration, including analyzing, designing, installing, maintaining, and repairing hardware, software, peripherals, and networks
- Superior troubleshooting and technical support abilities with migrations, network connectivity, and security
- Plan, design, implement, maintain and support all systems in an international corporate environment
- Experience highlights include ensuring Payment Card Industry (PCI) Compliance, Sarbanes-Oxley (SOX) Compliance, designing and implementing network security model, installing and configuring storage arrays (RAID/SAN) and network/systems administration for Cisco and Juniper products, Linux based Servers on Dell platforms, and Sun systems

SOFTWARE/HARDWARE EXPERIENCE

- Sarbanes-Oxley (SOX) Compliance, Payment Card Industry (PCI) Compliance, HIPAA Compliance
- Arcsight universal log management (Arcsight logging appliance), filtering and administration
- Imprivata (SSO) administration
- IBM AIX administration and patching
- Cisco routers/switches, frame relay, T1, Split T1, PRI, ADSL, ISDN, MRTG, Terminal Servers
- Unix/Linux system and network performance monitoring and tuning including kernel modifications
- Lotus Domino Server and Lotus Notes Administration
- Security, System, and Network Administrator for web, email (Lotus Notes, Microsoft Exchange/Outlook), SSH, Telnet, LDAP, DHCP, DNS, proxy, firewall, FTP, Samba PDC, IBM CIFS, AIX, Redhat/CENTOS/Fedora, Novel/SUSE, Ubuntu, Data General Unix (DG-UX), HP Unix (HP-UX), IBM U2 Universe database servers, Windows 2008/2003/XP/2000/ME/NT/9X, Windows Terminal Server, Active Directory (AD), VPN, BOVPN, SELINUX, Vmware ESXI, Xen, Virtualbox, KVM-qemu, Citrix, Wyse Terminal support, Dansguardian, Nessus, Nagios, Snort, Postfix, Sendmail, MailScanner, Blackberry Enterprise Server, Dell Equallogic SAN, Kemp loadmaster load balancer, Qlogic HBA cards, SanSurfer

PROFESSIONAL EXPERIENCE

Giesecke+Devrient

Twinsburg, OH

Senior Network Administrator

September 2018 – Present

Provides all aspects of local and wide area network infrastructure management and support including:

- Deploy and maintain hardware as per corporate standards, including software, systems and associated applications, data security, and network configurations.
- Installs, configures, and supports internal and external networks across the assigned region.
- Troubleshoots network problems, monitors network performance, resolves issues, and documents all changes using change management process.
- Ensures network design supports failover, business continuity, and disaster recovery plans.
- Recommends upgrades, patches, and new applications and equipment.
- Provides technical support and guidance to both internal users and external clients to correctly
- Configure new connectivity access across multiple technology environments.
- Performs system backups and data recovery, monitors and tunes system software, peripherals, and networks,
- Resolves LAN/WAN communications problems and resolves support tickets.

BizEdge Inc.

Cleveland, OH

IT Security Architect and Manager

February 2015 – September 2018

In addition to my previous role of Network Engineer/Consultant:

- Reviewed, planned, and implemented SANS security controls for a client
- Implemented security controls for a large electronics supplier for DOD by performing:
 - A. Planning and implementing network segmentation
 - B. Installing Alien Vault (SEIM and log management)
 - C. Installed and configured 2 factor VPN connections
- Provided support for the business continuity and disaster recovery planning, development and testing processes for clients and Biz-edge.
- Created a framework to prioritize security issues, then created follow up projects with roadmaps to resolve the issues.
- Created and managed projects to implement security initiatives. Track and report progress on those projects at review meetings.

Gerald J. Maddock

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- Provided the information and analysis to assist in making strategic security purchases.
- Supported information security architecture and coordinate related activities with clients, Account managers, and the Service Desk.
- Coordinated and support technologies used to defend and support our information security architecture and infrastructure.
- Coordinated incident management procedures, including incident response and investigation, reporting to the appropriate areas and utilizing forensic best practices as needs dictate.
- Provided information security awareness education and training for clients and Biz-edge.

BizEdge Inc.

Cleveland, OH

Network Engineer/Consultant

August 2013 – February 2015

- Planned, designed and implemented migration of client to Azure:
- A. P2V'd (9) physical servers
- B. Migrated 9 VM's to Azure cloud
- C. Configured and secured branch office locations worldwide to Azure cloud
- Migrated international client with several unlinked AD implementations at each division to a World-Wide office 365 AD forest
- Migrated several clients from onsite Exchange, SBS, and Lotus Notes to Office 365
- Designed and implemented several Firewall clusters, VMware and Hyper-V clusters
- Performed several firewall migrations working with Vendors such as Juniper, Checkpoint, Cisco(FirePower), SonicWALL, and WatchGuard
- Project Manager and technical lead for several clients including 1 international company
- Setup and configured Puppet server for client for automating software installs
- Some of the technologies I worked with are:
 - A. Desktop Operating Systems: Linux, Windows (XP, 7, 8, 10), Chromebook
 - B. Virtualization Technology: VMware ESX/ESXi (4, 4.5, 5, 5.5, 6), Hyper-V (08,12)
 - C. Switching Hardware: Cisco, Dell, HP, Extreme, Netgear
 - D. Firewall Hardware: Cisco, PaloAlto, SonicWall, Checkpoint, WatchGuard, Juniper
 - E. Firewall Software: PFSense, Shorewall, Firehol
 - F. Security Software: Sophos, Symantec, Trend Micro, Vipre
 - G. Email Filtering: Sophos, Mimecast, Barracuda, Watchguard, SonicWall
 - H. Email System: Microsoft 365, Google Apps., Hosted Exchange, On-Site Exchange
 - I. ERP Software: QAD, Prophet 21, IQS, Macola
 - J. RDBMS: MYSQL, Progress, MSSQL
 - K. Server Operating Systems: Windows server 2000, 2003, 2008, 2012, 2016
 - L. Server Hardware: Dell, HP, Cisco, IBM
 - M. SAN Hardware: Hitachi, Dell/EMC, HP/LeftHand, Fibre-Channel, HBA, Brocade Switching
 - N. Wireless Hardware: Cisco, Ubiquiti, Ruckus, EnGenius, SonicWall
 - O. VOIP Technologies: Cisco, Mitel, Sip Trunks, QOS on switches for VOIP, Troubleshooting

CTMS

Kent, OH

Senior Technical Engineer

May 2011 – August 2013

- Project Manager and technical lead for a hospital's virtual environment deployment
- Directly responsible for several clients including a national metal products supplier and a law office
- Provide technical services to 100 large, medium and small clients including law offices, national surveyors, large auto dealerships, and hospitals
- Installed, configured, and maintain Imprivata (SSO)
- Installed, configured, and maintain 3 VMware ESXI HA servers; hosting 14 virtual servers including 2 Windows 2008 AD Servers, 2 Citrix Terminal Servers, 1 Zimbra mail Server, 1 Microsoft SQL server with 2 SQL instances, and various other servers
- Upgraded 2 VMware ESXI servers supporting 11 virtual servers from version 4 to version 5
- Replaced 2 Citrix Metaphrame servers with Citrix XenApp 6
- Configure and maintain a variety of Windows and Linux servers (firewalls, webfilters, DNS Sinkhole, etc.)

AMERIMARK DIRECT LLC

Cleveland, OH

IT Infrastructure Administrator II

August 2010 – April 2011

- Ensured enterprise wide Payment Card Industry (PCI) Compliance
- Implemented SSH 2 factor authentication via text message to cell phone with temporary secondary password authentication

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- Installed, configured, supported and performed troubleshooting duties of Arcsight secure logging appliance and Smart connectors including filtering and flex connectors
- Installed, configured, supported and performed troubleshooting duties of honeypot server
- Supported, hardened, and performed troubleshooting duties of 3 AIX servers, 50 Linux servers (physical and virtual), and support of over 600 users in 2 locations
- Supported and performed troubleshooting duties of 3 Snort servers

FUTURE METALS LLC

A Marmon Distribution Services / Berkshire Hathaway Company

Tamarac, FL
May 1999 – July 2010

Systems Network Analyst

- Responsible for the maintenance and administration of 2 UNIX (DG-UX), 30 Linux, Windows 2003/XP/2000/NT environments, as well as coordination of the support of IBM DB2 (PICK/BASIC) database with over 150 users in 8 locations worldwide
- Primary contact for all desktop, server, and network issues enterprise-wide

PROFESSIONAL EXPERIENCE (CONTINUED)

- Migrated Pick database off Data General Unix (DG-UX) onto Redhat Linux server
- Ensured enterprise wide Sarbanes-Oxley (SOX) Compliance
- Designed and implemented disaster recovery with Round Robin DNS, emergency network routes, offsite hot standby server and backups. Tested annually
- Designed and deployed Active Directory and Active Directory policies and profiles
- Integrated Linux Samba & Squid server with Active Directory
- Hardened Linux DNS, WEB, and MAIL servers
- Upgraded to Lotus Domino 8.5
- Moved entire Firm headquarters to a new location with zero downtime for users and company, while allowing old headquarters, new headquarters, and branches connectivity to WAN
- Experience with system administration and process automation, scripting with Windows Script Host (WSH), ADSI, WMI, and Linux bash shell scripts
- Installed, configured, supported and performed troubleshooting duties of Windows Server Update Services (WSUS)
- Installed, configured, supported and performed troubleshooting duties of Blackberry Enterprise Server
- Installed, configured, supported and performed troubleshooting duties of Lotus Sametime Instant messaging
- Installed, configured, supported and performed troubleshooting duties of 11 Lotus Domino servers into network allowing 2 Hubs for redundant email
- Migrated Exchange users to Lotus Notes company-wide.
- Managed the design and configuration of :
 - Firewalls, proxy servers and port filtering routers with complex filters;
 - email server to filter out common virus emails and spam via postfix, Mail Scanner, spamassassin, and clamav
 - Linux as an internal Firewall; and,
 - Samba/LDAP for use as a PDC as well as file and print sharing
- Installed, configured, supported and performed troubleshooting duties of virtualization using kvm-qemu
- Reduced virus and spy-ware outbreaks by implementing virus and content scanning web proxy
- Reduced company expenses by dropping frame-relay to branches and moving to DSL with Branch Office VPN (BOVPN).
- Installed, configured, supported, and performed troubleshooting duties on frame relay with terminal services at 8 locations using Cisco 26xx/25xx routers & 19xx switches
- Created and implemented training workshops designed for users to get the most out of their computers. Topics included Word, Excel, Outlook, and the Internet
- Wrote Shell scripts for system management functions (processes, networks, DNS, NTP) including centralized logging, process repair, user additions/deletions, user profiles & policies, error alerts (disk usage, process restart, web server monitoring)
- Developed and implemented daily/weekly on-site/offsite backups, creating/deleting user's account procedures, and install/upgrade/configure application software for servers and workstations processes
- Designed and implemented custom Linux report header with logo using Tex and M4 macros
- Ghosted, imaged, and built over 50 PCs for heavy production roll-out

GERALD J. MADDOCK CONSULTING

Tamarac, FL
January 2000 – 2010

- IT consultant in all aspects of administration and support
- Installed, configured, supported, and performed troubleshooting duties on chrooted SFTP server
- Installed, configured, supported, and performed troubleshooting duties on Blackberry Enterprise Server
- Installed, configured, supported, and performed troubleshooting duties on Microsoft Exchange Server 2003

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- Installed, configured, supported, and performed troubleshooting duties on Microsoft Terminal Server 2003
- Basic system administration for HP-UX 11i, AIX, Polaris, Mac OSX Server, and Linux

MILITARY EXPERIENCE

UNITED STATES NAVY
Refrigeration Technician (MM3)

USS Virginia CGN-38, USS La Salle AGF-3
1992 –1998

AWARDS

- 3 Navy Achievement Medals (1 for saving the life of another sailor)
- 2 Admirals Letter of Commendation
- Good Conduct Medal
- Junior Sailor of the Quarter