


# Jose Esposito

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## Summary

12 years of enterprise level technical support. I have a great track record of getting the job done. I am in love with everything related to technology. I've always been viewed as someone who is willing to take on new projects and learn a new skill.

I am an award winning I.T. pro and love being active in the IT community. I am a battle tested Systems Engineer with a smile that can work with anyone from users to C-level execs.

Extensive hands on experience using Microsoft's System Center Configuration Manager (SCCM) to deploy system images, automate software installation, provide users the ability to install software, and deploy patches / updates to servers and or workstations.

Azure and AWS workload migrations and on-premise to cloud experience at organizations that manage billions of dollars in revenue.

Accomplishments: Previously responsible, as a Senior Systems Engineer, for Southern Glazers Wine and Spirits - The nation's largest Liquor and Spirit Company where I performed the largest merger of two companies in the industry.

This involved domain migration, email migration. workstation migration and combining multiple conflicting piece of software.

Responsible for the initial, world wide implementation and configuration of the System Center Suite at Jarden Consumer Solutions.

Implemented, Managed and Configured Broward College's System Center environment including System Center Configuration Manager, System Center Service Manager, System Center Operations Manager SCOM and System Center Orchestrator.

Configured, and maintained an in house Data center to promote the "Citrix Academy" to Bachelor Program Students at Broward College. This included multiple Blade Units, and enclosures.

Developed and executed a strategy to upgrade all Clients at Jarden Consumer Solutions from Microsoft Office 2007 to Office 2016 and mentor to many other engineers that have used my exact script to deploy office. (Spirit Airlines, Carnival Cruise Lines, Office Depot Inc.)

## Experience

STRATUM **Cloud Engineer**

STRATUM

Feb 2020 - Present (1 year 3 months +)

Cloud Engineer on Stratum Technology Management's Professional Services team - engaging multiple clients for Azure, Amazon Web Services (AWS) and Google Cloud Provider (GCP) Solutions.

Optimize client environments for high availability, scalability, and cost.

Create network solutions to optimize client environments. Utilized load balancing, Web-application firewalls, security groups, etc.

Windows and Linux server management. Install tooling, updates and patches, and maintenance.

Advocating clients to migrate from monolithic applications to microservices and "Platforms as a Service" (PaaS).

Initial planning and cloud migration for multiple fortune 500 companies spread globally.

WVD (Windows Virtual Desktop) Deployment, optimization and auto-scaling.

Optimizing existing Azure implementations.

Office365 migration and management.

Performing Azure Network Architecture and Re-architecture.

Designing and implementing Disaster Recovery.



### **AVP, Systems Engineer III**

**BankUnited**

Aug 2019 - Dec 2019 (5 months)

Oversaw and performed installations, maintenance and monitoring of the system infrastructure. Responsible for the planning, engineering, implementation, and design of operating systems and software solutions, as required for system infrastructures.

Executed VMWare patching and vulnerability remediation. Lead engineer that deployed VMware Horizon 7.10 using high level encryption for Enterprise level use including Two Form Authentication (2FA) to replace aging VDI.

Identified and migrated on-premise resources that were and will be migrated to Amazon Web Services (AWS) in a highly structured manner to ensure minimal downtime.

Evaluated Microsoft Azure Intune, VMWare AirWatch for BYOD Policy for both Android and iOS devices.

Worked with legal team to evaluate the readiness for migration due to federal regulations.

Assisted and created scripts to automate the migration process.

Worked with Microsoft support to evaluate the latency between migration to ensure our users had a reasonable expectation on the outcome of the process.

Assisted in vulnerability and penetration testing both internally and externally using Cisco VPN and Symantec AV.

Automation of server deployment using VMWare and PowerShell (CLI) including IP Assignment and Inventory up keep (access, SQL, custom web applications).

Assist application team that utilized "Fiserv" a provider of technology solutions to the financial world, including banks, credit unions, securities processing organizations.

Worked with security team to ensure forward facing web servers passed all vulnerability remediation requirements before being promoted to production.

A part of the "Hurricane Readiness" team that insured all branches and locations were ready in the case of a natural disaster to serve our customers.



## **Systems Engineer II**

Convey Health Solutions

Feb 2019 - Aug 2019 (7 months)

A part of Convey's Senior Systems Engineering team that was responsible for:

On premise Microsoft Exchange to Office 365 migration .

Azure Workload Migration.

Azure Active Directory (Azure AD) setup and configuration.

Intune Deployment for new BYOD policy (Android and iOS)

Security vulnerability remediation utilizing Nessus Tenable.

Executed project to off board approximately 10,000 stale user accounts prior to Azure Active Directory implementation. This was an off boarding process that was automated by myself to save the company thousands of dollars in Office 365 subscription costs.

Responsible for bringing System Center Configuration Manager (SCCM) deployment to a usable state. 4 releases behind, multiple client health issues, reporting problems. This allowed me to provide the manager of IT Infrastructure licensing reports, vulnerability information and an automated method to deploy patches.

Deploy and configuring Ansible (Awx) to assist networking team with reconfiguration of the network stack and post deployment automation of servers to our production platform(s)

Configured highly available web pages utilizing Microsoft's IIS platform to serve multiple call centers, and customers in North America and Philippines.

Setup and troubleshoot Secure File Transfer Protocol (SFTP) ensuring high level of security was being utilized to perform data transfer between very large clients (Cigna, MetLife and other major insurance companies). This included c-level setup for financials and other federally regulated information that insured secure communication protocols were being followed.

Part of Tier 1 resolution team that was responsible for remedying issues affecting millions of Medicare customers.

Was also known as USPGI and NationsHealth



## **Senior Systems Engineer**

### **Southern Glazer's Wine & Spirits**

Aug 2016 - Feb 2019 (2 years 7 months)

Senior Systems Engineer responsible for combining Southern Wine and Spirits (Miami, Florida) and Glazers Beer and Beverage (Dallas, Texas) which included 20,000 workstations, 7,000 BYOD devices and 1,650 Servers. SGWS' revenue was \$17.5 Billion dollars in 2017, and the 18th largest private company in America.

This included: Active Directory Domain Services, DHCP, DNS, File and Print Services, and Hyper-V virtualization hosts, SCCM, Office 365, Active Directory, Group Policy, User provisioning and Automation, Azure Active Directory and site by site migration of all applications and services.

Senior engineer that was responsible for replacing aging hardware with new HPe Hardware and VMWare vSan technology at warehouses that delivered 172 million cases of product(s).

Responsible for the initial architecture and administration of Microsoft System Center Configuration Manager (SCCM) that serviced our servers and clients. The implemented solutions included Windows Anti-Virus, Automated Patching, and Intune.

Project lead to configure and deploy server infrastructure for company wide logistic software which was a high visibility 9 month long project. This included Development, Production and Disaster Recovery work with multiple teams and vendors to support a highly-critical system that impacts 250,000 retail and restaurant customers across the country.

Migration of Symantec Endpoint Management to Microsoft based antivirus saving the org millions of dollars in licensing fees for servers and clients.

Conduct training for less senior members of systems engineering / administration team(s). Mentored 13 members of "Desktop Engineering" team to lead and direct the efforts for application and patch deployment.

Vendor management and senior escalation point for business critical systems in the "Business Solutions Group".

Executed deep dive application discovery on critical business applications prior to data center migration using BMC Helix Discovery.



## **Systems Engineer II**

### **Jarden Consumer Solutions**

Aug 2015 - Aug 2016 (1 year 1 month)

Senior level Systems Engineer that dealt with high security mergers and acquisitions in places of political unrest (Mexico, Hong Kong, Venezuela, Colombia, India etc.).

Initial planning, and migration of client management (patching, software deployment, reporting) from Altiris to Microsoft System Center.

Maintain Microsoft Deployment Toolkit (MDT) and Altiris imaging solution during transition to SCCM. MDT was setup and configured to support multiple PC configurations through out the world with sites from China and India to Florida and California. MDT was setup so end user computing staff had the most reliable and standardized imaging process throughout the whole organization using variables and other complex scripting options.

Utilize VMWare's ESXi, and Microsoft's Hyper-V platform to deploy, configure and setup multiple Virtual Servers.

Citrix VDI and RDS - engineered application built to be running locally on workstation(s) to run in XenDesktop for Mexico Border Patrol / Customs

Responsible for Symantec Backup Exec day to day maintenance and performing restores of highly sensitive data (legal team etc.)

Utilized PowerShell to automate on-boarding / off-boarding of Users via Office365.

Develop and deploy automated software installation packages to clients world wide. I was responsible for automating repetitive task with PowerShell for the systems administration team. This includes reporting, auditing, user creation and provisioning.

Manage multiple, concurrent projects, work with business process owners and interact with c-level executives.

Took a project leader role during Jarden's upgrade of Microsoft Office from 2007 to 2016.

Acquired by Newell Brands (NWL) based in Atlanta Georgia which was valuated at \$16 Billion dollars in 2016.



## **Senior Systems Engineer**

### **Broward College**

May 2015 - Aug 2015 (4 months)

Provided Systems Administration and Engineering for Broward College's server environment that included two datacenters and 14 physical sites – 5,000 Staff and Faculty – 60,000 students – 375,000 Active Directory Objects. Windows Server implementation and management– Active Directory, DNS, DHCP , GPOs, PowerShell , Azure , Office 365 , Exchange 2007, Lync 2013, CommVault, Hyper- V.

Implemented, managed and configured Broward College's System Center environment including System Center Configuration Manager (SCCM),

System Center Service Manager (SCSM), System Center Operations Manager (SCOM) and System Center Orchestrator (SCORCH).

Deployed System Center Configuration Manager to maintain the configuration

of all the servers at Broward College. This included Windows Updates and third-party patch management, operating system deployments, automated software installation and support for our desktop technicians who utilized the service.

Configured, and maintained System Center Operations Manager to provide comprehensive infrastructure monitoring of my data center for services onsite and in the cloud. Experience monitoring Linux distributions and services. Administered System Center Service Manager to support helpdesk and computer support specialist with ticketing, knowledge base and SLO / SLA tracking.

Utilized VMWare's ESXi platform to deploy, configure and setup multiple Virtual Servers.

Supported a Hybrid "Cloud" solution that utilized Microsoft's Remote Desktop Services (RDS) to provide off-premises users access to software, files and remote desktop anywhere in the world.

Managed, and Maintained CommVault's Simpana backup solution to protect my organizations' essential data.

I monitored to ensure that backups are completing successfully, ensuring new services and data is backed up, and restores work correctly. I have 50 hours of additional advanced training by CommVault.

F5 Big IP Load balancing configuration and maintenance.



## **Systems Engineer**

**Broward College**

Feb 2014 - May 2015 (1 year 4 months)

Promoted to Systems Engineer for the college due to expanded work load and far reaching technical influence.

Migrated Data Centers from Terremark at the NAP of the Americas to Peak10 (now known as Flexential)

Setup and configured Citrix XenServer farm in order to support newly formed "Citrix IT Academy" which ran on multiple blade enclosures and storage units to promote the newly formed program



## **Senior Computer Support Specialist**

**Broward College**

Apr 2012 - Jan 2014 (1 year 10 months)

I was responsible for deploying operating system images and software for Microsoft Windows XP, Windows Vista and Windows 7.

Leveraged Microsoft's System Center Configuration 2007 (SCCM) to configure workstations out of the box, and deploy quarterly updates / reimaging of workstations.

I wrote custom installation packages to install any third party software that any of the staff, faculty or students needed.

Provided Tier 3 support to helpdesk tickets supporting students, vendors and staff.

Managed the server environment for the campus' active directory, print , file and multimedia servers. Supported over 2,500 client computers running OSX, Windows 8, Windows 7, Windows Vista and Windows XP.

Provided technical support for any aspect of the information systems department, including computer hardware, operating systems, applications and networking.

Preparation, implementation and support of desktop computers, Laptops, Podium PCs with extensive A/V systems, Multi-User Labs (50+), projectors and printers.

Migrated Operating Systems College wide, going from Windows XP to Windows 7.

Experience using Microsoft's System Center Configuration Manager and Wise Package Studio to provide automated implementation of software on a large network scale.

Kept inventory of the computers, laptops and projectors on campus. Including asset numbers, serial and part numbers, manufacturing date and warranty information.



## **Computer Support Specialist**

**Broward College**

Nov 2008 - Apr 2012 (3 years 6 months)

Provided tier 1 - tier 2 desktop IT support for Broward College's staff.

Deployed and distributed operating system images and software packages using Symantec Ghost Solutions Suite.

Performed end user workstation break/fix repair. Responsible for servicing HP, Apple and Lenovo Workstations and Laptops.

Administered DeployStudio Server for Mac OS operating system deployment and software distribution.

Migrated 2300 Windows XP workstations, as part of a team, from Novell eDirectory to Active Directory.

Worked with Security Officers in implementing security policies on our machines using MacAfee Suite (Endpoint Encryption, HIPS, and DLP) to ensure HIPAA and FERPA compliance.

Part of advisory team that would test, evaluate and recommend the next line of laptops for 260 new medical students.

## **Education**



**Broward College**

## Bachelors, Information Technology

Students completing this program will have the skills and knowledge required to become successful Information Technologists and leaders in areas such as database administration, network systems administration, computer software engineering, etc. within public, private, and non-profit organizations. The curriculum offers a learner-centered and practical approach to understanding and applying Information Technology.

## Licenses & Certifications



**VMware Certified - VMware**



**Microsoft Certified Professional - Microsoft**



**CompTIA Certification - CompTIA**

## Skills

Information Security • Systems Engineering • AWS • System Administration • Troubleshooting • Software Installation • Technical Support • DNS • DHCP • Virtualization

## Honors & Awards



**Microsoft Technology Guru of the Month - System Center - Microsoft**

Jan 2016

The TechNet Guru competition is a monthly competition which encourages the best technical articles across different Microsoft technologies.

Provided Microsoft's Technet Wiki a Device Collection Query to group computers by KB number to utilize in System Center Configuration Manager.

<http://blogs.technet.com/b/wikininjas/archive/2016/02/17/the-technet-guru-awards-january-2016.aspx>