Joshua Klein

ThePerfectCandidate@ThinkJoshua.com   919-229-9244   9 Shelter Cove ~ Durham, NC 27713

Professional Experience

Technical Support Engineer III   *January 2013 – present*
NetApp Inc.   *Durham, NC*

- Provide escalated support to troubleshoot and resolve technical issues pertaining to SAN (FCP, iSCSI) and VMWare infrastructure
- Deliver instructor lead training for NetApp Storage Replication Adapter and VMWare vCenter Site Recovery Manager
- Champion executive initiative by coaching others to share and document customer issues with paired resolution (KCS Program coach)
- Worked cross functionally with multiple teams to debug and develop corrective actions for product defects
- Create and update documentation addressing customer issues
- Coach and Mentor peers in professional and technical development

Systems Administrator   February 2011 – December 2012
North Carolina Association of Electrical Contractors   *Raleigh, NC*

- Administer 120+ Microsoft Server 2003/2008 R2, 80% virtualized VMware vSpheare 5.0 environment
- Administer, email systems: Exchange 2010 SP1, Websense spam filter, Autonomy EAS archive Solution
- Develop Microsoft Power Shell scripts to customize, automate, and troubleshoot environment
- Employ Microsoft Deployment Workbench to customize and deploy Microsoft operating systems to servers, workstations and laptops
- Resolve system, network, and escalated helpdesk issues

Technical Support II/Network Administrator   *February 2008 – February 2011*
North Carolina Association of Electrical Contractors   *Raleigh, NC*

- Support over 26 sites and 500 users at the largest client of NCAEC
- Manage VPN accounts with Cisco Account Control Server version 3.3 and Cisco 3000 Concentrator Series Manager
- Administer the VoIP phone system employing Cisco Unified Call Manager 4.2 and Cisco Unity 4.0
- Utilize Deployment Workbench to create and deploy customized Microsoft Windows 7 image

Network/Systems Administrator   *August 2006 – February 2008*
Fairdinkum Consulting LLC   *New York, NY*

- Administer over 20 Windows Server 2003 servers in an Active Directory, Layer-3 switched Exchange 2003 and other mission critical server network at Evercore Partners
- Work on a team to provide solutions to network, server and computer related issues

Ecommerce Webpage Developer   *November 2005 – June 2006*
InfoLearner   *New York, NY*

- Work with development team to create PHP and MySQL based company websites
- Optimize site to ensure best search engine ranking

Hardware Technician   *April 2005 – October 2005*
Key Punch Systems   *New York, NY*

- Support over 5,000 clients at Goldman Sachs & Company
- Use Norton Ghost to deploy base images
- Use Fluke device to troubleshoot layer-1, layer-2 and layer-3 issues

Certifications

- Cisco Certified Network Associate (2007)
- Microsoft Certified Professional (2007)
- CompTia Network+ (2006)

Technical Skills

- NetApp FAS series storage controllers, NetApp Virtual Storage Console, Storage Replication Adapter
- VMWare vCenter 5.0 through 5.5
- Cisco 3925, Cisco 6500, Cisco 3750, Cisco 2600, SonicWall Pro 4060, Cisco Catalyst 3700, 2900 switches
- Windows SBS 2003, Windows Server 2000/2003/2008/2008 R2
- Computer Associates ArcServe R16.0 SP1, Exagrid EX5000, Quantum iScalar i500 tape library, IBM Ultrium-TD3 tape drives

Education

University of Hartford   Hartford, CT

- Bachelors Degree of Science in Computer Engineering Technology (2004)
- Associates Degree of Science in Electronic Engineering Technology (2004)