REYNALDO PACHECO

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NETWORK OPERATIONS CENTER (NOC) ENGINEER

Results-oriented information technology professional with excellent experience installing, configuring, maintaining, troubleshooting, and repairing hardware, software, and network systems in a 24x7x365 data center environment. Proven ability to administer, support, and engineer operating systems and network components. Strong management and communication skills. Recognized as creative and effective in technical testing, training, and problem solving.

AREAS OF EXPERTISE:

- System & Network Engineering & Support
- Design, Project Planning & Management
- IT Documentation, Policies, & Procedures

- Hardware & Software Installation
- Staff Development & Leadership
- Technical User Training & Support

CERTIFICATION

- *Cisco Certified Network Associate (CCNA)*

TECHNICAL PROFICIENCIES

Networking: Cisco Switches & Routers, Cisco ASA, Wireless Routers & Access Points, TCP/IP, MPLS, Spanning Tree, VLAN's, Custom Cat5e/6 & Fiber Optic Cabling.

Software: MS Exchange 2003, 2007, Active Directory, DNS, SCOM 2007, VMware vSphere 4 & ESX 3.5, MS WUS 3.2, GhostCast Server ver.8, HP Systems Insight Manager 5.2, Symantec NetBackup 6.5.3 & BackupExec 10d, 11d &12, Symantec Endpoint Protection Management Console, Symantec BESR 6.5, Citrix Management Console 4.0, What's Up Gold 11, Solar Winds.

Platforms: Windows Server 2008(R2), Server 2003(R2), Windows 7 Enterprise, Server 2000, NT Server, HP/Compaq DL380 & DL580 G2-G5 Proliant Series Servers. HP MSL 5000 Series Libraries and Quantum Scalar i2000 & PX502 DLT-S4 Tape Libraries, BlueCoat Proxy Filters

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PROFESSIONAL EXPERIENCE

Hunton & Williams LLP., Richmond, VA   2009 – Present
Network Technician

Responsible for the daily operation of 19 global offices with over 1,500 users and 400 servers. Monitor all of the firm's computer systems, voice/data network facilities and environmental systems following established procedures and guidelines. Detect, isolate, and resolve operational problems related to central and remote network systems, communications systems and/or wiring systems. Configure servers to support computer systems; verify

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operation of hardware, standard software, network interface and auxiliary equipment and update or create supporting documentation. Ensure that any hardware or software problems affecting the operation of the firm's IT systems are properly resolved and then tracked accordingly. Monitor host/server processes and assist in successful implementation of system changes. Integrate new processes into daily routine and ensures procedures are in place during implementation. Maintain switch port configurations on all Cisco switches and monitor all WAN circuits firm wide. Create and maintain design documentation for A & B site network and server configurations.

Key Achievements:
- Managed a large scale cabling project on time and well within budget.
- Successfully completed key configuration project for firm wide switch upgrades.

Debevoise & Plimpton LLP., New York, NY   2005 – 2009
NOC Engineer
Responsible for every aspect of day-to-day operations of the Firm's global network, local area network, data center, servers, computing infrastructures, as well as the integrity of the Firm's data and application run-time environments. Over see third party vendor maintenance ranging from cleaning, electrical, reserve power and cooling units. Conduct daily integrity checks of all vital data center components. Proactively monitor operational readiness of all local and regional LAN's, WAN's, and all on-line systems via automated tools. Monitoring includes up/down states of all network devices, load levels of all transmission facilities, as well as tracking end-to-end response times to specific mission critical servers around the world. Provides Tier 3 technical support for all server hardware, Operating Systems, peripheral devices, and applications. Build, install, and implement new server and network platforms as needed. Add, create, modify, and delete user accounts, mail groups, and Active Directory groups as needed. Ensure integrity of all application data through proactive system administration functions, including disk mirroring, disk to tape backups (full and incremental), management of tape library and off-site tape storage. Maintain network site documentation, including Operations methods and procedures, cable plans, equipment cabinet contents, and applications supported per server.

Key Achievements:
- Implemented system standardization and server maintenance initiatives.
- Integral role in major data center expansion project.
- Assisted in build and maintenance of the Firm's DR site.

ImpactRx, Inc., Melville, NY   2003 – 2005
NOC Engineer
Provide systems management, performance monitoring, and benchmarking. Support and maintain network operations center (NOC) systems, hardware, and software. Deliver support for Windows 2000/2003 domain servers and Active Directory/Exchange environments. Install and configure wired and wireless networks, including Cisco switches/routers, NICs, and access points. Implement security for network and server infrastructure.

Troubleshoot and repair desktops, laptops, and Palm Pilots. Educate new employees and prepare training documentation.

Deliver mentoring in applications, hardware, and laptop/hard drive cloning. Track and report equipment inventory. Support physicians and staff with pharmaceutical tracking software.

Key Achievements:
- Enhanced department productivity by meeting all service level agreements (SLAs).
- Increased physician client satisfaction through process improvements.
- Developed and deployed network security policies.

Adecco Corporation, Melville, NY   1999 – 2003
Systems Engineer

Managed projects to implement software and hardware applications for IT department. Developed and executed project plans. Team leader in Win2k Active Directory migration. Installed and maintained servers. Administered security, networks, and computers. Coordinated functions with major vendors such as HP, Compaq, and Computer Associates. Implemented HP OpenView. Trained helpdesk, network, and systems departments. Troubleshot and resolved system issues. Researched and recommended new technology products. Mentored technical team members. Reported network performance and utilization.

Key Achievements:
- Saved more than $150,000 by implementing applications without use of consultants.
- Successfully completed key project assigned by management following peer failure.

Cablevision Systems, Bethpage, NY   1996 – 1999
Optimum Online Service Technician

Resolved client hardware, software, and Internet access/computer connectivity issues. Tested signals and checked wiring for signal strength. Repaired wiring, replaced NICs, and reinstalled network protocols. Trained clients in Internet access. Coached junior support staff.

Key Achievements:
- Earned letters of commendation from Vice President and numerous clients.
- Created installation procedure and troubleshooting step documentation.

EDUCATION & TRAINING

Interconnecting Cisco Network Devices; New Horizons Learning Center, Richmond, VA

Pursuing **Associate of Science, Computer Information Management**; Ashworth College, Norcross, GA

Symantec Backup Exec 10.x for Windows Servers Administration II; Symantec Education Training, New York, NY

Interconnecting Cisco Network Devices; Netflow Training Center, Lynbrook, NY

LAN Specialist Technical Degree; Computer Career Center, Garden City, NY