

Address:
10957 Elm Dr,
Thornton, Co 80233

Phone 720-629-4255
E-mail
Daniel.bapple@gmail.com

Daniel Bapple

Objective: To use my skills and experience to obtain a datacenter engineering and administration position that will allow me to continue building on my current skillsets.

Skills summary:

- Manage file/print sharing, internet access sharing, IP conflicts, and complex network and virtual infrastructures
- Proficient with the Microsoft Office Suite (2003-2013)
- Extensive VMware ESX, ESXi, and vCenter configuration, administration and troubleshooting experience
- Exchange and Citrix configuration, administration and troubleshooting
- Extensive experience with installation, configuration and administration of Windows 8, Windows 7, Windows Vista, Windows XP, Windows 2k, Windows 9x, Windows NT, Windows 3.1, and DOS
- Visual Basic, scripting, and Java programming
- Top level responsibility for all servers, network switches, and applications
- Backup and recovery configuration, administration and troubleshooting

Full Time Work Experience:

(June 2013 – Present)

- **Technical specialist**
 - VMware ESXi 4.x administration in standalone and vCenter clustered environments.
 - Citrix XenApp 5 Administration and setup.
 - Administration of Network and Windows servers and services, such as DNS, DHCP, SMTP, SNMP, Features, and Roles.
 - CommVault Simpana 9.0 back and restore administration.
 - Cisco Network and switch IOS configuration, troubleshooting, and administration.
 - Wireless configuration and troubleshooting for 4400WLC's using AP1131AG access points.
 - Administration of a NetApp FAS3210 HA pair in a 7-mode configuration with 42TB of space.
 - Administration of 4 HP Lefthand clusters with 37TB of space.
 - Configuration/Administration of HP C7000/C3000 series blade chassis running both as Hypervisor ESX/ESXI hosts and Windows Server 2003/2008/2008R2 physical machines.

- Physical and Virtual server configuration and administration.
- Scripting of solutions to reduce Tier 1 time to resolve tickets.
- SharePoint 2010 SP1 configuration and administration of Web applications, site collections, and Farm settings.

- **Computer Systems Administrator - Community College of Aurora (January 2011 – June 2013)**
 - VMware ESXi 4.x, 5.x administration in standalone and vCenter clustered environments
 - MS Outlook 2003/2007/2010/Exchange server and application troubleshooting
 - vSwitching in virtual infrastructures
 - Installing and configuring Windows XP, 7, Windows server 2003, 2008, 2008 R2, and 2012 in both physical and virtual environments.
 - Citrix XenCenter administration and setup
 - Citrix XenApp 6.5 and XenDesktop 5.5 administration and setup
 - Citrix PVS server setup and administration
 - Administration of Network and Windows servers and services, such as DNS, DHCP, SMTP, SNMP
 - Installation/configuration/administration of HP P4000's and EMC VNX 5300's storage arrays
 - Configuration/Administration of HP C7000 series
 - Managing login scripts, GPO's
 - Managing Red Hat server used for Unix classes.
 - Programming IOS/CATOS Cisco switches, and HP switches
 - Setting up NFS servers/NAS devices
 - SQL Database administration

- **Computer Systems Technician - Community College of Aurora (January 2009 – January 2011)**
 - Diagnosing and troubleshooting of PC/Software/Printer problems.
 - Troubleshooting with event logs of various PC and server problems
 - MS Outlook 2003/2007/2010/Exchange server and application troubleshooting
 - Converting the college from a hard drive duplicator with NewSID to a PXE imaging system
 - Designing, programming, and implementing a Visual Basic/SQL Inventory system
 - Administering an ARCGIS server and desktop suite
 - Administering Windows print servers
 - Managing login scripts to map printers and drives
 - Running, terminating and patching down CAT5/CAT6 cable
 - Scripting updates and installs with the Kace KBOX 1000 product
 - Using the Kace KBOX 2000 series product for PXE imaging
 - Programming IOS Cisco switches
 - Setting up NFS servers/NAS devices

- SQL Database administration
- Citrix server farm setup/administrator
- **Service Desk Analyst - Lockheed Martin Service Desk (LMSD) (Feb 2008 – Apr 2009)**
 - Diagnosing and troubleshooting of PC/Software problems
 - Routing tickets to desk side groups when appropriate
 - Creating/editing documentation to reflect functional changes in software/organizational changes
 - Installing software through Microsoft SMS (client side)
 - Blackberry phone support (Blackberry enterprise server activation, usage, troubleshooting)
 - MS Outlook 2003/2007/Exchange troubleshooting
 - SharePoint troubleshooting
 - Update asset information on current employees and corporate assets
 - Alerting priority managers of site wide/corporation wide problems
- **Service Desk Analyst - IBM (on the CISCO and Pfizer desks, Jun 2007 – Jan 2008)**
 - CISCO desk:
 - Level 1 diagnosing and troubleshooting of PC/Software problems
 - Routing to appropriate groups if no solution was possible over the phone
 - Pfizer desk:
 - Level 2 tech
 - Troubleshooting PC problems that could not be solved by a level 1 technician
 - Counseling level 1 technicians on solutions to pc problems over chat while taking phone calls
 - MS Outlook 2003/2007/Exchange troubleshooting
 - Editing/Creating documentation on undocumented problems/incorrect documentation for level 1 technicians
 - Working ticket queues submitted online and by level 1 technicians
- **Tech Support/System Admin - Collegiate Academy of Colorado (Dec 2004 – May 2007)**
 - Troubleshooting PC and Macintosh software/hardware conflicts and problems
 - Setting up DHCP servers and IP address reservation
 - Setting up computer labs, new machines, reformatting donated pc's with standard software
 - Installing switches, hubs, testing cable connections

- Setting up file and print servers(both Linux and Windows), SMTP servers, and altering users and permissions on shares
- Refurbishing HP laser printers(new rollers, duplexers, cleaning)
- Diagnosing network problems (Dead ports on switches, bad cables, bad network cards)

Additional Experience:

- Experience building and troubleshooting various PC systems with hardware and software conflicts
- Maintain a home network that uses wireless and Ethernet connections
- Trouble-shot various Windows networks. Including Router difficulties, IP configuration, Internet sharing, and hardware conflicts

Education

- Metropolitan State College of Denver – (Dec 2004 – May 2008)
 - Coursework toward a Bachelors of Computer Science at CIS 118: Introduction to The Microsoft Office suite
 - CSS 1247: Intro to Programming: Visual Basic
 - Computer Science 1, 2, 3
 - Class: VMware vSphere: Install, Configure, Manage V5.0
 - Course 6419: Configuring, Managing, and Maintaining Windows Server 2008 Servers.