

SIDNEY A. WEISS

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SYSTEMS SUPPORT ENGINEER

Accomplished Information Systems professional with extensive experience in designing, supporting and integrating systems in Windows and Unix across physical, virtual and cloud environments. Expert in the resolution of network, software, and hardware conflicts. Highly skilled in the areas of service management and incidence response.

AREAS OF EXPERTISE

- Network Administration
- Application and Cloud System Integration
- Customer Support and Training
- Database and Web Servers
- Information Security at all levels
- Project Management
- Windows and Linux Systems
- Software Packaging
- Programming and Scripting
- Troubleshooting

MAJOR DEPLOYMENT PROJECTS

- Windows Client upgrades from XP to 2010
- Enterprise Applications: CAD/CAM, Office Software and other User Apps
- Windows and Linux Server upgrades
- Centralized Backup and Restore for Windows, Unix and Linux
- Collaborative Environment for Global Users
- Virtual Software Delivery using Citrix, VMWare and Cloud Platforms

PROFESSIONAL EXPERIENCE

Biblioso.com, Redmond, WA

October 2020 – Present

Senior Desktop Support Analyst

Provide exceptional support for over 200 high end graphic design and system programmers while supporting remote and on-site systems for work home users.

- Troubleshoot complex Firewall and VPN situations end-to-end from home to on-site systems and application.
- Maintain security compliance in all situations.
- Manage server farms running complex jobs in a 7x24 laboratory specific to their industry.
- Enhance system performance by upgrading and reimaging servers and desktops.
- Orchestrate the move of automation and applications from Standalone Servers and Websites to AZURE Cloud based virtual infrastructure.

The Boeing Company, Bellevue, WA

06/1997 – 09/2020

Senior Systems Integrator

Support for major enterprise system projects including Windows, Linux, Active Directory, VMWare, Citrix, Oracle and Cloud Platforms including AZURE and AWS. Meet system security requirements for company, and government standards. Administrating and supporting Network Systems using DNS, AD, DHCP, TCP/IP, DFS, and Data Replication. Integrate software to work with other versions of Windows, UNIX and other non-Windows Systems. Create services that are used on LANs, WANs and Global Internet networks. Design and implement secure reliable network systems that must be available 7/24 from anywhere in the world. Customize required off-the-shelf and proprietary software to work in a highly specialize system environment. Concept new software programs, scripts and techniques for the support, maintenance and optimization of new systems. Troubleshoot problems end-to-end from server, across firewalls and routers, to the users' desktop. Author and maintain technical documentation of all aspects of system build, support and training. Provide technical support and training to System Administrators and End-User support personnel. Maintain websites for providing customer and co-worker support. Research, evaluate and plan for new customer systems and products. Experience in Team Leadership and Project Management.

ADDITIONAL RELEVANT EXPERIENCE**City University, Renton, WA****Computer Instructor**

Instructed students in the installation and operation of common desktop software and operating systems. Taught A+ and MCSE certification coursework. Developed new curriculum and testing methods for an adult audience into the high-tech field.

World Vision, USA, Federal Way, WA**System Support Analyst**

Managed the software and hardware support of over 500 users in a highly diversified office network environment both on-site and working from remote offices. Evaluated new hardware and software compatibility. Planned and participated in the migration of email and Windows OS desktops and servers. Supported MACs, UNIX applications and remote access systems.

Rust Remedial Services, Kent, WA**Associate Programmer**

Led the database design, programming and support of a networked information management system used for a sensitive environmental cleanup project. Met requirements of Federal and other government agencies. Supported 20-30 users in office, laboratory and field work areas. Designed and implemented the company's first network system. Designed data capturing systems to work with laboratory equipment increasing automation and data reliability. Created backup systems to meet 30-year archival requirement.

EDUCATION

Master of Science (MS) in Computer, Information and Network Security *magna cum laude*
DePaul University, Chicago, IL

Bachelor of Arts (BA) in Organizational Management with Honors
Concentration: Computer Systems Engineering
Northwest University, Kirkland, WA

Associate of Science in Engineering with Honors
Lifetime member of California Honor Society. Two awards for scholastic achievement.
Mt. San Antonio Community College, Walnut, CA

PROFESSIONAL CERTIFICATIONS

Microsoft Certified Systems Engineer
Citrix Certified Administrator
CompTIA A+ Certified
ITIL 3 Certified

**THANK YOU,
FOR YOUR TIME AND CONSIDERATION.**