



Dustin Hess

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SUMMARY

Accomplished IT professional with years of experience managing server infrastructures, network deployments, data center operations and user endpoints across multiple platforms. Proven ability to create and deliver solutions tied to business growth, organizational development and systems/network optimization. Skilled problem identifier and troubleshooter who is comfortable managing systems, projects and teams in a range of IT environments.

EXPERIENCE

Business Systems Technical Analyst, Exelon Nuclear

Cordova, IL — 2015 - Present

I am the onsite Business Systems Administrator. I handle all server related installation, maintenance, and upgrades. I also provide user direction towards, and backend support of multiple Access management programs. I am also responsible for multi site project design and implementation on fleet wide initiatives.

Projects:

- Introduced, championed, tested, and deployed deduplication on Nuclear file servers, accounting for 40% savings fleetwide
- Led BSTA effort to quickly remediate Apex CDA access concerns by deploying new SQL servers fleet wide, setting up new OU and policies, and migrating all applications to the new OU/servers
- Led BSTA Wanna.Cry patching remediation effort. Wrote tool to scan Nuclear for servers, pull their patch levels, and used that push all servers to compliance in less than 14 days.

Responsibilities:

- Windows and Linux Servers
- EMC Storage
- VMWare ESXi
- Backup and Disaster recovery
- Access management
- Powershell and automation
- Sharepoint
- Cybersecurity program support

Senior Systems Engineer, Office Machine Consultants

Rock Island, IL — 2013 - 2015

I lead the technical operations, assist junior department members, and develop relationships with clients to better assist them in solving their IT challenges. Whether this meant building internal resources, or utilizing external IAAS resources (AWS, GCC), I strive to find the best solution for the client at all times.

- Windows Server, SQL, Exchange, and Active Directory design, implementation, and troubleshooting
- Citrix/Vmware endpoint or application virtualization consulting
- Provide solutions for business problems within budget and time constraints
- Local, WLAN and WAN network design, implementation, and troubleshooting (Sonicwall, HP, Ubiquiti, Meraki)
- WAN/Distributed network design, setup, and testing to support

- Data, Voice, and Video in a wide range of environments
- WAN/User VPN setup, maintenance, and auditing
- Automate machine setup, ongoing maintenance and secure network using Group Policy, scripting, and other industry best practices
- Design, implement and maintain disaster recovery solutions for businesses of all sizes
- Consolidate hardware with virtualization on load and environment appropriate hardware
- Develop and maintain network, service, and backup monitoring baseline and systems for both internal company use, as well as all clients
- Prepare for, perform, and remediate Information Security audits at all businesses, with an emphasis on Finance, Health, and Manufacturing sectors
- Provide guidance and leadership in both sales and technical matters, including leading projects, and training junior department members

Software & Training Administrator, First Bank & Trust

Paris, IL — 2010 - 2013

I maintained all internal servers and network infrastructure, as well as recommended new products and services to deploy to meet new challenges for both the IT department, and the business as a whole.

- Windows Servers (File/Application/SQL/Exchange/AD)
- Monitor and maintain Cisco/HP network infrastructure
- VMware ESXI deployment and monitoring
- Deploy, monitor, and maintain Citrix cluster, installed applications and HP thin clients
- Deploy, maintain, and audit all third party software
- Prepare for and respond to audits of bank policies, network, and software systems

Level 2 Tech Support, Consolidated Communications

Charleston, IL — 2009 - 2010

I worked as a technician in Consolidated's technical support department. I handled escalated technical issues for all digital products, as well as training new users, and managing shifts of up to 15 other Level 2 technicians.

- Provide telephone and email support for Internet, VOIP, and IPTV products
- Manage shift labor
- Train new employees

EDUCATION

Eastern Illinois University

Management Information Systems Program 2007-2009

Sauk Valley Community College

Associate of Sciences Degree 2005-2007

CERTIFICATIONS

- Certified Sonicwall Security Professional (CSSA/CSSP)