



# Dustin Hess

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## SUMMARY

IT Professional with 15+ years of experience in designing, developing, and implementing complex IT solutions for everything from charities to Fortune 200 companies. Proven ability to lead and manage cross-functional teams, translate business requirements into technical solutions, and communicate strategy both inside and outside of IT.

## EXPERIENCE

### Principal IT Architect - Platform Architecture, Constellation

Cordova, IL — 2022 - Present

The Platform Architecture team is responsible for long term strategy along with introducing, and proving out patterns for all kinds of IT systems for the entirety of Constellation. I'm responsible for several areas:

- End User Devices (Desktop/Mobile)
- Industrial Internet of Things
- Web, Collaboration, and Communications
- Identity
- Secure Remote Access
- Employee Experience

Beyond my daily duties as an Architect, I'm an advocate, and active participant in several mentorship and internship programs, and work to develop and advance talent throughout the organization whenever possible. My passion is to be a force multiplier by connecting, and empowering IT staff company wide.

### Senior Systems Engineer - User and Identity Platform Engineering, Constellation (Formerly Exelon)

Cordova, IL — 2022

Constellation's User and Identity Platform Engineering team manages all user endpoints in Constellation, totaling over 35k devices across Windows, Mac, iOS and Android.

- Develop and Maintain mobile device management standards, methods, and environment for BYOD and Corporate devices
- Assist IT teams with the development and deployment of their mobile applications
- Work broadly across business units and departments to define and adhere to security standards for client devices
- Provide high level platform support for Mac and Windows
- Propose and work towards approval of new architecture standards, tools and processes

### Senior Systems Engineer - Client Device Engineering, Exelon

Cordova, IL — 2020 - 2022

Exelon's Client Device Engineering team manages all user endpoints in Exelon, totaling over 65k devices across Windows, Mac, iOS and Android.

- Develop and Maintain mobile device management standards, methods, and environment
- Assist IT teams with the development and deployment of their mobile applications
- Work broadly across business units and departments to define and adhere to security standards for client devices

- Propose and work towards approval of new architecture changes

### **Lead Analyst IT - IDEA Team, Exelon Generation**

Cordova, IL — 2019 - 2020

Exelon Generation's IDEA team is a proof of concept focused, innovation organization inside of IT. Our mission is to take initial ideas and build them into workable, standards compliant, supportable solutions to quickly allow the business to see if value is realized.

As a Lead Analyst my responsibilities included:

- Coordination new idea ingestion
- SCRUM Master for POC development teams
- Coordinating the handoff of deployment activities to operations once an idea was ready for production

### **Business Systems Technical Analyst, Exelon Nuclear**

Cordova, IL — 2015 - 2019

I am the onsite Business Systems Administrator. I handle all server related installation, maintenance, and upgrades. I also provide support for multiple access management programs. Additionally, I'm responsible for multi site project design and implementation on fleet wide initiatives.

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 means 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.

## **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)
- VMWare Certified Professional
- Scrum Master