

# Frank K. Contreras

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## PROFILE SUMMARY

Talented information systems consultant **experienced in designing solutions** that aligns with and supports business goals and objectives. Seasoned and experienced technology integrator, extensive hands on experience with deployment of Intel based servers in large data center environments. An avid technology enthusiast, keeping current with trends and best practices. A dynamic leader possessing **exceptional analytical, organizational and interpersonal skills**. Contagiously enthusiastic and effective in a team approach to ensure goals are achieved. **Insightful**, with a consultative styled approach, able to **understand the customer's business needs** and **communicate effectively** to determine goals, objectives and success criteria. Able to maintain client trust, loyalty and confidence with high-quality customer service.

## EDUCATION AND CERTIFICATIONS

**Bachelor of Science in Technical Management:** Computer Information Systems  
August 2010, DeVry University (Chicago)

Certified Information Systems Security Professional, **CISSP**

Microsoft Certified IT Professional: Enterprise Administrator, **MCITP**, (2008)

Microsoft Certified Systems Engineer, **MCSE, MCSE+I** (NT, 2000, 2003)

**ITIL** Foundations v3

**Cisco** Certified Design Associate, **CCDA**, Cisco Express Foundation Design Specialist

Altiris Authorized Consultant, **AAC**; Altiris Certified Engineer, **ACE** (NS 6 and NS 7)

Symantec Technical Specialist, **STS**

CompTIA A+, **Network+** and **Security+**

## EXPERIENCE

**Core Business Technology Solutions (CoreBTS)**, Consultant

Title: **Consulting Engineer**

February 2010 – Present

- ♦ Provide comprehensive technology solutions to various companies
- ♦ Leadership for technicians and engineers when implementing solutions
- ♦ Provide training and mentoring to technology staff in:
  - Operation and maintenance of systems
  - Adopting and maturing Change Management and Change Control processes
- ♦ Support and guidance when combining information systems in business acquisitions
- ♦ Provide security best practices guidance with system implementations: Data Loss Prevention of Intellectual Property, application and systems configuration to comply with Security Policies, process management and improvement efforts.
- ♦ Symantec/Altiris and Microsoft solutions, design implementation and training.

## **Midwest/Frontier/Republic Airlines**

Title: Consultant

June 2010 – March 2011

- ♦ Systems integration and conversion in a Mergers and Acquisition scenario
- ♦ Installed and administrated VMware environment; Fault tolerance, load balancing, high availability, performance optimization, vSphere administration
- ♦ Upgraded VMware hosts from ESX 3.5 to ESXi 4.1
- ♦ Maintained Dell MD3000i shared storage for VMware environment
- ♦ Used automation in the gathering of asset and infrastructure data to migrate infrastructure to corporate standards
- ♦ Provided VMware requirements to consolidate systems resulting in more than 50% reduction of physical servers.
- ♦ Leveraged network design experience for optimal VMware implementation.
- ♦ Project Management: Using MS Project, created project plan to track activity around integration and consolidation efforts. Translated asset and infrastructure data into project requirements. Project was completed on schedule.

## **MicroTrain Technical Training Facility (Chicago, Deerfield and Lombard, IL)**

Title: **Instructor**

September 2003 – October 2010

- ♦ Instructor for certification courses; Microsoft and CompTIA

## **GE Healthcare, Consultant**

Title: **Systems Integration Senior Specialist**

May 2009 – February 2010

- ♦ International “follow the sun” project teams
- ♦ Develop and implement automation and deployment of Windows 2003/2008 servers.
- ♦ Windows 2000 to 2003 upgrades and physical to virtual (P2V) consolidation
- ♦ Windows bare metal deployment automation
- ♦ Subject matter expert on various Windows technology projects
- ♦ Windows/Intel technical lead
- ♦ Compliance documentation and procedures
- ♦ Provide project status and score cards to senior management
- ♦ Tech talks and training for technical staff

## **Arlington Computer Products, Consultant**

Title: **Senior Systems Engineer**

September 2007 – April 2009

- ♦ Statement of Work creation, project scoping, requirements gathering
- ♦ Provide technical expertise to a wide variety of companies; SMB to Fortune 500 companies
- ♦ VMware and Windows architecture design and implementation
- ♦ Web solutions designs for high availability and high volume applications
- ♦ Data Center/IT infrastructure and systems design and integration
- ♦ Altiris Consultant – Product architecture and infrastructure design, implementation, instructor/trainer, IT lifecycle automation: Asset Management, Configuration Management, Standards and license compliance, Disaster recovery solutions
- ♦ Data networking generalist; Cisco solutions

## **Blue Cross/Blue Shield of Illinois, Midrange Integrated Systems Team**

Title: **Senior Technical Specialist – Network Services**

July 2004 – September 2007

- ♦ Windows security standards and best practices for Sarbanes-Oxley and HIPAA compliance
- ♦ Develop and architect Windows-centric solutions
- ♦ Performed server automation and administration
- ♦ Engineered disaster recovery solution of production systems to warm-site facility - 100% recovery of all Windows servers
- ♦ Server hardware refresh and upgrades projects

- ♦ Server capacity planning and monitoring
- ♦ Fault isolation in complex distributed environments

**Aon, Intel Application Hosting - Integration**

**Consultant**

April 2004 – July 2004

- ♦ Project management
- ♦ Daily support and operations of data center and back-end server systems
- ♦ Server Imaging and disaster recovery
- ♦ Participated in Sarbanes-Oxley audit

**Allstate, Windows Server Solutions**

**Consultant**

June 2003 – April 2004

- ♦ Systems Architect for high availability Web applications
- ♦ Project management – Provisioning resources for application support
- ♦ Server hardware engineering and design to meet application performance requirements
- ♦ Administration of Windows Server Environment (2000+ servers)

**Baker & McKenzie, International Executive Offices**

Title: **Senior Systems Administrator**

October 2001 – April 2003

- ♦ Manage all aspects of daily operations in the Global Data Center, consisting of 120+ servers
- ♦ Project Lead providing test and delivery of development and production systems
- ♦ Manage vendors on projects and purchases

**Abbott Laboratories, Diagnostics Division**

**Consultant**

February 2001 – October 2001

- ♦ Level III server support for Abbott Laboratories, Diagnostics Division
- ♦ Perform application testing and validation of production systems to ensure compliance with FDA regulations
- ♦ Support of production environment consisting 150+ servers

**United States Navy, Electronics Technician First Class**

Title: **Local Area Network Manager**

December 1996 – December 2000

- ♦ Managed eight direct reports in all aspects of network and desktop support
- ♦ Technical support of server systems and infrastructure
- ♦ Train and manage technicians in desktop and network support

TECHNICAL SUMMARY AND ADDITIONAL EXPERIENCE

Hardware: Various Compaq (HP) Proliant, IBM Servers, Dell servers - PowerEdge; Compaq and Dell SAN; Compaq RILO, ILO and Dell DRAC; Cisco switches, Routers

Software and Utilities: Microsoft Visio, Microsoft Project, Word, PowerPoint, Excel, Access, Outlook; Microsoft SQL server, SQL Queries and reporting, Compaq HP Systems Insight Manager (SIM), Symantec Endpoint Protection, Symantec Endpoint Encryption, Symantec Data Loss Prevention (DLP), Symantec Management Platform, Symantec Workflow, Symantec ServiceDesk, IIS, VB Script, WMI Script, Visual Basic, PXE, DNS, DHCP, TCP/IP, IPv4, etc.

Additional Training and Experience: CISSP, Microsoft Operations Framework (MOF), ITIL v3, Supporting Microsoft Cluster Server; Windows Trouble shooting, Internetworking with Microsoft TCP/IP, Project Management, Military Leadership, Franklin Covey Seven Habits of Highly Effective People, team building and management, Instructor/Public speaking and curriculum development

Familiar with/Understanding of: Formal Project Management, Software Development Lifecycles (SDLC), Governance impacts on business (Sarbanes-Oxley, HIPAA, PCI, FDA), Military and high security cultures, Total Quality Management/Process improvement



Windows Server 2008 Network Infrastructure, Configuration  
Windows Server 2008 Applications Infrastructure, Configuration  
Windows Server 2008 Active Directory, Configuration  
Windows 7, Configuration  
Microsoft Deployment Toolkit 2008, Deployment



Enterprise Administrator

