

# JACK V. CATALANO

---

PHONE: 716.203.1705

EMAIL: JACK.V.CATALANO@GMAIL.COM

---

## SKILLS AND KNOWLEDGE

Windows Server	2008/R2, 2012/R2,	2016, 2019	SCCM / MDT	Powershell scripting
Active Directory	MS DHCP, DNS	File Sharing	Microsoft IIS	VBScript
MS Exchange	MS SQL Server	Git source control	Kickstart	Bash
Chef	VMware ESXi	Ubuntu 16.04, 18.04	RHEL 7	CentOS 7
Atlassian Tools:	Jira	Confluence	Bitbucket	OpenVPN

## EXPERIENCE

### SENIOR SYSTEMS ADMINISTRATOR, IBM CLOUD DALLAS, TX OCT 2016 - PRESENT

- Technical Lead for the Compute Software Automation squad
- Maintain and troubleshoot automated server deployment systems
- Develop framework and procedure for quickly releasing updated Windows Server images
  - Train teammates on framework and procedure to reduce single point of failure
- Keep Windows and Linux server install images updated with new patches
- Develop automation for new and updated add-on software packages
- Utilize various DevOps tools to manage workload, including Atlassian Jira, Bitbucket, and Confluence
- Participate in deployment, patching, and maintenance of internal IBM Cloud servers
- Develop code and participate in peer-review process using git-based source control
- Projects include:
  - Migrate management ports for over 500 servers to an isolated VLAN
  - Develop automated installation scripts to deploy customer software including:
    - Veeam Backup and Recovery
    - Microsoft SQL for Windows and Linux servers
    - VMware vCenter
  - Automate the creation and patching of Windows Server installation images using PowerShell scripts
  - Testing and debugging scripts and processes for standing up new deployment servers
  - Develop automated installation script for Microsoft SQL Server on Red Hat Enterprise Linux and Ubuntu Server
  - Develop and document various processes including:
    - How to create new install media for VMware ESXi
    - How to update pre-installed drivers for Windows Server

- Research and development work to automate the deployment of EFI based cloud hardware
- Add Windows Server 2019 to the IBM Cloud provisioning systems
- Experience deploying, troubleshooting, and using the following operating systems:
  - Windows Server 2012, 2012 R2, 2016, 2019
  - Ubuntu 16.04 and 18.04
  - Red Hat Enterprise Linux 7
  - CentOS 7
  - VMware ESXi 6.0, 6.5, 6.7

## SYSTEMS ENGINEER, TECHNOLOGY AND BEYOND DALLAS, TX MAR 2012 - OCT 2016

- Maintained desktop/server systems for clients in industries including health care, law, and manufacturing
- Deployed and supported hosted solutions for Exchange e-mail and Voice over IP phone services
- Planned and executed deployment of hardware and software solutions including the following:
  - File sharing servers
  - Commercial and proprietary software applications
  - VMware server environments
  - Carbonite online backup
  - Managed switches and routers
  - Site-to-site and client based VPN
  - Active Directory domain migrations
- Provided direct support for various products including:
  - Software from Microsoft, Adobe, Intuit, Webroot, McAfee, and others
  - Hardware from Dell, HP, Lenovo, Apple, Cisco, Brother, and Polycom
- Worked with vendors and service providers to install and maintain Internet, telephony, and software systems for clients

## IT SPECIALIST, DEFENSE FINANCE AND ACCOUNTING SERVICE ROME, NY JUN 2010 - MAR 2012

- Provided network support for end users in a DoD finance and accounting operation
- Maintained and upgraded networking equipment, servers, and printers
- Monitored, administered, and secured Windows file shares and Exchange public folders
- Worked with various contractors for system maintenance and upgrades
- Created and maintained inventory of networking equipment and servers
- Participated in the DoD Leaders in Motion leadership training program
- Learned and applied various project management principles and strategies
- Participated in Lean Six Sigma projects to reduce wasted resource utilization

## TECHNOLOGY DIRECTOR, BOY SCOUT CAMP MERZ MAYVILLE, NY SUMMERS 2007-2009

- Designed and assembled a computer lab in an educational setting
- Managed and maintained camp wide computer network
- Provided computer assistance and support to staff members and customers
- Supervised instruction of seven merit badge classes in the Technology program area

## HELP DESK TECHNICIAN, KAYEX ROCHESTER, NY SEP 2008 - MAR 2009

- Tested and implemented a web-based help desk system (SysAid)
  - Performed upgrade of Microsoft Office and Symantec AntiVirus on 100+ end-user computers
  - Configured computer systems for new employees
  - Provided telephone and in person end-user support to employees
- 

## EDUCATION

- Rochester Institute of Technology (RIT), Rochester, NY
  - Bachelor of Science in Applied Networking and System Administration, 2010

## CERTIFICATIONS

- CompTIA Security+
  - Microsoft Certified IT Professional:
    - Windows 7, Desktop Administrator
    - Windows 2008 Server Administrator
    - Windows 2008 Enterprise Administrator
  - US DoD Secret security clearance (expired)
- 

## INTERESTS AND ACTIVITIES

### BOY SCOUTS OF AMERICA

- Eagle Scout Rank
- Order of the Arrow member

### RIT MULTI-DISCIPLINARY ROBOTICS CLUB

- Systems Administrator, Spring 2008 to 2010

### RIT MODEL RAILROAD CLUB

- Club Treasurer, Spring 2007 to Spring 2008
- Club Secretary, Spring 2006 to Spring 2007