

**Jerry D. Moore**

**Manager ♦ Systems Architect ♦ Network/Server Administrator ♦ Project Management ♦ MCSE**

## **Education**

- Graduated Magna Cum Laude, B.S.C.S. Information Security, December 2005, Limestone College, Gaffney, SC.
- Associate Degree in Electronics from York Technical College with a minor study in computer technology.

## **Technical Experience**

**Volt, Charlotte, NC**

**2008-Present**

*On contract at **Microsoft***

*Directory Services Team*

- Received 2 very satisfied surveys and 2 glowing customer emails in the first several weeks.
- Supporting 12 directory services technologies over 5 different versions of MS Windows
- Active Directory, PKI, Profiles, Kerberos, Group Policy, FRS, DFS, DFSR, Replication, Authentication, Authorization, Account Lockout, Windows Time.
- Tools: debug logging, Netmon, windows logs and reports.

## **APM Terminals**

**2007-2008**

- Administer and maintains MS Windows Servers Including: Exchange 2003, SharePoint Server 2007, Blackberry Enterprise Server, Active Directory 2003, and other windows based servers.
- Tier 3 escalation engineer.
- Architected Exchange 2007 Target State for Global Deployment for over 19,000 users.
- Currently developing the Migration Plan from Exchange 2003 to Exchange 2007.
- Deployed Prototype Exchange 2007 with clustered mailbox servers with VMware Server.
- Authored over 10 Standard Change process documents for implementation in new change management system.

## **APS Technology Group, Inc**

**2006-2007**

- Customer Support Center Manager – Developed and implemented a systems support process for the company's installed systems. Monitored physical status of all systems, finding and fixing issues as they arose. Distributed information on critical issues to field technicians for resolution.
- Refined and modified an existing web based monitoring system enabling faster identification of problem areas reducing system downtime.
- Developed and implemented a web based helpdesk ticketing system enabling technicians, engineers, and customer's full visibility to issue status, progress, and resolution with global access via the web.
- Developed and implemented a central communications portal for the support team and extended it to support company wide communications throughout all departments. This included a global scheduling calendar and email/private message integration.

## **Drive Technology Group**

**2005-2006**

- Systems Architect – Design technology infrastructure and systems to support customer business needs. Provide documentation for the implementation and maintenance of customer environment.
- Technologist – Implement and support all technology for Drive Technology Group
- Consulted and reviewed Exchange 2003 deployment plan. Provided high-level support.
- Wrote IT department policies and procedures for Suzuki Del Carbibe
- Wrote backup and recovery procedures for Exchange 2003 and Active Directory.
- Wrote business continuity plan and Disaster Recovery plan for Exchange 2003, Active Directory 2003, and other IT Systems.

**Barloworld****2003-2005**

- Designed and implemented 2 node active/passive Exchange 2003 Cluster.
- Project manager for MS Windows NT4.0 Domain Migration to MS Windows 2003 Active Directory for 1500 + users, 1680 +workstations, 35+Servers
- Planned and Performed Migration from MS Exchange 5.5 to MS Exchange 2003 on HP EVA San.
- Wrote and successfully tested the AD/Email disaster recovery plan with root domain, child domain and exchange 2003, 140GB information store using Veritas Backup
- Implemented Outlook Web Access (OWA) solution facing the Internet.
- During the Audit by *Deloitte & Touche* found the network solid with no security issues
- Identified major network issue related to new Wan VPN solution, worked with IS Manager to identify resolution
- Server Administrator of 35+ Servers and Backup Network Administrator 55+ routers/switches, Exchange Administrator in an enterprise environment

**Compcontech, Charlotte, NC****2000-2001***On contract at Microsoft**Exchange Admin Team*

- Identified the issues, diagnosed, formulated, and implemented a plan of action collaborating with other teams as necessary. As a result the issue was quickly resolved, the customer was educated, and customer satisfaction was maintained at a high level.

*Small Business Server Team*

- Supported three different versions of Small Business Server Suite. This provided widened and detailed experience with a broad range of server and desktop components in dynamic configurations.

*Windows Setup Team*

- Supplied mentoring services to outsourcers and provided an escalation point.

**MJS Onsite Computer Services, Inc, Fort Mill, SC****1994-2000**

- Communicated with customers to discover and implement the best consolidated resolution to specific business needs. This positively affected productivity and profitability by minimizing expense of time and funds.
- Instructed customers to perform basic administrative duties. This created a cost savings because a full time administrator was not necessary.
- Vice-President of company

**General Technical Experience**

- 6 years Project Management experience including 6 years as co-owner / manager of a network integration company/ value added provider/reseller
- Over 7 years of technical, administrative and network support on NT4.0/Windows 2000/Windows 2003.
- Supported Windows MS DOS, 3.11, 95, 98, NT 4.0, Windows 2000, Windows 2003, and XP Operating systems while specializing in server components.
- Supported Exchange 5.5, Exchange 2000, Exchange 2003, Proxy 2.0, MS ISA, IIS.
- Extensive hardware support on many models of workstations and servers.
- Excellent customer service via phone support for both hardware and software issues.

**Other Training and Certifications**

- SharePoint Portal Server 2007 MOC 5061
- SharePoint Service 3.0 MOC 5060A
- Attended Cisco CCNA course for US NAVY at GMATS NYC Summer 2004
- US Navy: Electronics, Computers, and Leadership

*Training while on Contract at Microsoft*

- Microsoft Exchange Design and Implementation

- Internetworking with Microsoft TCP/IP
- Small Business Server Suite 4.x and Small Business Server Suite 2000
- Updating support Skills from Microsoft Windows NT4.0 to Windows 2000.
- Microsoft Exchange Server 5.x.
- Updating Support Skills from Microsoft Exchange Server 5.x to Exchange 2000.
- Microsoft Internet and Acceleration Server

*Certification*

- Microsoft Certified Systems Engineer (MCSE)
- Microsoft Certified Professional with Internet (MCP+I)
- A+ Technician certification