

Jerald A. Delong, Jr

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SUMMARY OF QUALIFICATIONS

An information technology leader with expertise in design, deployment, management, and optimization of advanced technologies to drive business performance. Possesses strong planning, organizational, analytical, and creative business skills. Effective communicator and problem solver. Combines a deep technology background with management experience to address a broad range of technology and business challenges. Natural communicator and leader with strong ability to build, produce, and succeed. Certifications in A+, Net+, MSCE, MCSA, MCP, etc. Demonstrated ability in building peak-performing teams, achieving cross-functional business objectives, and implementing pragmatic IT strategies that are designed for maximum return at lowest possible cost.

PROFESSIONAL EXPERIENCE

WOW! Business (Tampa Datacenter)

Tampa, FL

Network Engineer

March 2015 – Present

- Provide network and systems services and support for colocation customers.
- Provide custom ad-hoc network solutions to customers.
- Assist in maintaining Datacenter network fabrics with hundreds of customers.
- Working on ASA firewalls (5505/5580 5506x).
- Working on various Cisco Routers and Catalyst switches.
- Working on Nexus switches 9K 7K, 5K, & 3K
- Migration of customer equipment server, switches, routers, and firewalls etc.
- Implementing security policies using ACL, Firewall, IPSEC, SSL, VPN, (TACACS+ & RADIUS)
- Using monitoring tools like network packet capture tools like Wire-shark, etc.
- Monitoring all Cisco equipment's using SNMP Network management.
- Working on various scanning and Sniffing tools like Nmap and Ethereal.
- Upgrading and backups of Cisco equipment and configuration files.
- Handling all customer networking escalations for our NOC.
- New Customer provisioning and de- provisioning.
- Tampa IX provisioning and de- provisioning.
- BGP route request to Customers and all carriers
- Rancid backup of Datacenter network devices.
- Tacacs+ access to all networking gear.
- Customer network Migrations from Cisco Catalyst to Cisco Nexus switch fabrics.

Physicians Toxicology

Tampa, FL

IT Manager

February 2014 – March 2015

- Manage the IT services provided to the organization, which includes: email, internet, applications, backup, and security. Liaise with the internal departments at all levels to help in resolving IT-related issues.
- Consistently monitor all aspects of infrastructure hardware, including: installation, troubleshooting, IT upgrades, best practices and continuous improvement, as well as Server/LAN/WAN optimization.
- Maintain network, including: Watch Guard Firewall, VPN links to remote locations, Microsoft 2012 file/print servers, MS 2008 Terminal server, and Laboratory Information Management System (LIMS).
- Utilized expert skills in maintaining cloud based VOIP phone system and Cisco IP Phones, Sophos Antivirus, HyperV virtualization, NAS, Security Access Control, Exchange 2010, and Desktop Support.
- Supervise cloud-hosted products, such as: WordPress, OSTicket Support System, and all external DNS.

- Implemented a mechanism to encrypt email to meet the electronic Transmission Security requirement as part of HIPAA.
- Implemented Mirth Connect as an HL7 integration engines to provide HL7 interfacing to EMR providers.
- Project management duties include: vendor management, business case creation, project cost and time estimates, requirements generation, risk assessment/mitigation, and oversight of technical resources.

Acquirgy Inc.

St. Petersburg, FL

Network Manager

July 2011 – February 2014

- Managed/organized 500+ external domains, IIS and Apache web servers, firewall policies, and cloud-based email through Microsoft online; led in decommissioning of internal Microsoft Exchange servers.
- Oversaw internal/external network infrastructure, including: servers, switches, firewalls, load balancers, etc.
- Was responsible for negotiating purchase for business, contract reviews, and integrating technology together.
- Used network monitoring/documentation, and firewall technology to maintain a secure IT environment.
- Monitored all aspects of infrastructure hardware, including: installation, troubleshooting, and upgrades.
- Led all aspects of the IT Department – aligning strategic IT goals to IT budget and business strategies.
- Administered 60 co-located heterogeneous servers in a SAS70 rated data center; responsibilities included: planning implementation of a hosted PCI DSS level 1 Network and a /56 IPv6 block for corporate headquarters.
- Maintained network performance; performed second-level problem determination to resolve problems.
- Optimized workstation performance by modifying resources. Maintained records of procedures used.
- Recommended solutions with a focus on providing time and money saving solutions for the business.
- Consistently demonstrated excellent follow-through to stakeholders with difficult and complex IT issues.

Acoustiblok Inc.

Tampa, FL

Network Manager

November 2009 – May 2011

- Managed all aspects of IT Department – creating strategic IT goals to align with budgets and strategies.
- Redesigned, upgraded and documented the LAN. Management recognized for seamless update/redesign of their 10/100 LAN to a Gigabit Network. Implemented and configured Sonicwall TZ-100 to include Gateway Anti-Virus, Intrusion Prevention, Anti-Spyware, Content Filtering and VPN at the firewall.
- Managed 50+ company-owned domains/websites to include SEO and working with Hubspot to increase website traffic and sales leads. Implemented/managed Linux for Internal DNS and Squid Proxy Server.
- Maintained Microsoft Exchange 2003 and Barracuda Spam filtering, 2003 and 2008 Microsoft file servers.
- Migrated all 2003 Server to 2008 Server to include Microsoft Exchange 2003 to Microsoft Exchange 2010.

Insight

Clearwater, FL

Sr. Field Engineer

February 2007 – October 2009

- Managed 4 remote sites as part of their PC Life-Cycle program for the RD division of Essilor USA.
- Was responsible for the asset management, deployment of new PCs, and support for over 500+ PCs.
- Maintained IT environment by installing maintaining performance of hardware, software, and printers.
- Identified workstation solutions by interviewing customers, analyzing IT systems and functions, evaluating existing and proposed solutions; and recommending/implementing applicable solutions.
- Ensured quality service by following established organizational standards to maintain all client's SLA.

Cryo-Cell International

Oldsmar, FL

Sr. Systems Administrator

April 2006 – February 2007

- Maintained network infrastructure, including but not limited to: Clustered Checkpoint Firewall, Cisco 2610 routers, Cisco 2950 switches, Citrix Presentation Server 4.0, Exchange 2003, FacSys 5.0 fax server, MS 2003 file and print servers, Nexus 2000 phone switch, Tipping Point IDS system, all IT access requests, GP management, and Casi-Rusco Access Control Solutions. Setup 24/7 monitoring system.
- Focused on stabilizing 35 IBM servers and network security; created strategic IT goals and budgets.

Metal Industries

Clearwater, FL

Sr. Systems Administrator

February 2005 – April 2006

- Maintained network, including: Pix Firewall, MPLS links, MS 2K file/print server, and Terminal server.
- Integrated Captaris Rightfax services into ordering system in conjunction with developers. Setup backup procedures for entire infrastructure to comply with industry standards using Vertias backup and Repexec.
- Implemented a strategic plan for filtering Spam/Spyware from their SendMail messaging systems.

Southwest Signal Engineering Network Manager

Jacksonville, FL
October 1999 – July 2004

- Managed the hardware technical support team with 4 direct reports. Designed, coordinated, and relocated Data Center to a new facility, which included relocating 40 Servers in less than 24 hours.
- Managed team that maintained T1 Internet connections; administered VPN links to 5 satellite offices.

PROFESSIONAL TRAINING/CERTIFICATIONS

Microsoft – MCP, MCSA, MCSE, – CompTIA - A+, Network+, and I-Net+

Microsoft Certified Professional ID: 2220258

Microsoft Certified Systems Engineer and Microsoft Certified Systems Administrator
Enterprise Integration, Inc Jacksonville, FL

- Microsoft Windows 2000 Network and Operating System Essentials - 2151
- Installing, Configuring, and Administering Windows 2000 Professional and Server - 2152
- Implementing Microsoft Windows 2000 Network Infrastructure - 2153
- Implementing Microsoft Windows 2000 Directory Services - 2154
- Designing a Microsoft Windows 2000 Directory Services Infrastructure - 1561
- Designing Microsoft Windows 2000 Network Infrastructure - 1562
- Designing Microsoft Windows 2000 Migration Strategy - 2010
- Designing Security for Microsoft Windows 2000 Networks - 2150
- Implementing and Managing Microsoft Exchange 2000 - 1572

SKILLS MATRIX:

- Installing, configuring, and administering the following: Microsoft Windows NT Server/Workstation, 2000 -2012 r2 Server, Windows XP, and Windows 7&8 as well as other operating systems (Linux RHEL/CentOS, Debian, Android OS), applications Microsoft Exchange 5.5-2010, Linux SendMail, Postfix.
- Managing Hyper-v, VMWare ESXi , Linux VirtualBox Network documenting, as well as Fiber, Cat5, advanced wireless design, and network design for security issues (Firewalls and Intrusion Detection Systems).
- Managing and monitoring Active Directory, DHCP, DNS, WINS, TCP/IP, FTP/Secure and Samba protocols.
- Managing VMware vSphere, ESXi 4/5, Windows Linux VirtualBox.
- Network documenting, as well as Fiber, Cat5, advanced wireless design, and network design for security issues (Firewalls and Intrusion Detection Systems).
- Imaging and cloning of Laptops/Desktops for mass deployment. Leading in the installation, configuration, administration, troubleshooting, and repair PC hardware for laptops and desktops.
- Monitoring of Veritas /Symantec Backup and Antivirus Solutions removal of Malware and Spyware.
- Managing and monitoring LAN/WAN system performance – utilizing network tools, such as: Microsoft Windows Performance Monitor, SolarWinds, WireShark, GFI LAN, and Server Monitor, PRTG.
- Setting up LAN/WAN Server alerts to phone and email for remote monitoring and quick resolution.
- Administering IBM, Compact/HP, and Dell Server Hardware; installing Casi-Rusco Access Controls.
- Working knowledge of Basic, HTML, PHP, Windows shell scripting, Linux shell scripting, Microsoft Office Suite, Visio, Open Office, AutoCAD, CMS, Wordpress, Drupal; full understanding of IPV4 - IPV6.
- Configuring Sonicwall firewall, Big IP F5 load balancing, Asterisk PBX, VOIP, Android/ iPhone, etc.