

DEREK B. WONG

375 Ravendale Drive :: Mountain View, CA 94043

650.316.6062 :: d@db-wong.com

SENIOR SYSTEMS ADMINISTRATOR

Results-driven systems administrator proficient in IT technologies with a solid record of delivering IT business solutions that enhance operations and organizational efficiency. Technical expertise in systems installation, configuration, maintenance, and repair; anticipates problems and implements backup and recovery strategies to minimize downtime. Skilled communicator, trainer, and project leader; productive working both independently and in team environments.

AREAS OF EXPERTISE:

- Network Engineering & Administration
- Troubleshooting & Problem Resolution
- Customer Service
- User Training & Technical Support
- Hardware Repair
- Information Security

TECHNICAL PROFICIENCIES

Certifications: Dell Certified Technician

Platforms: Microsoft Windows legacy/Vista/2K3/2k8; Linux (Centos, RH, etc.)

Languages: HTML

Applications: Microsoft Office, Project, Viso, Exchange 2003, & Active Directory; Symantec Ghost, Netbackup, & EndPoint Protection; McAfee ePO & VirusScan; Adobe CS (Photoshop; Illustrator, Dreamweaver, Fireworks, Flash), & Acrobat; VMWare Virtual Infrastructure, ESXI, & VMServer2; Siebel Help Desk, Netsuite; Concur; Innotas; Atlassian Jira & Confluence; Teneros ACA; Citrix Xen Desktop & Presentation Sever; Subversion; Blackberry Enterprise Server; Webex; Amazon EC2; RightScale; Ipswitch What's Up Gold.

Hardware: Dell, IBM, HP, Sun & Apple servers, desktops and laptops; Netapp SAN; EMC Clarion; Cisco switches/routers/Firewalls/ASA/VPN/SSLVPN/APs; Ruckus Wireless; Juniper SSLVPN; SonicWall SSLVPN; Barracuda Spam Firewall; DLT, AIT2, LTO tape drives & libraries (Quantum, Overland, etc.); Brocade Fiber Switches; Lucent PBX phone systems & Avaya Voice Mail Systems; Inter-tel PBX; VinTalk Soft Switch.

PROFESSIONAL EXPERIENCE

Senior System Administrator 2005-Present
Cast Iron Systems, Mountain View, Ca 94043

As part of a 2 man IT Team, supported IT business needs of 80 onsite and 20 offsite personnel, including a team of 10 in India. Implemented several new procedures, projects and technologies for the leading provider of SaaS and Cloud based integration. Managed IT infrastructure of business critical needs, providing constant uptime of all systems, including seamless exchange email uptime, backups and DR of key IT systems, and redundant networking. Maintained and supported a QA and ENG Lab of over 150 servers, 200 VMs, and 20 VLANs.

Key Projects and Achievements:

- Planned, and executed the relocation of the Main Office. Part of a team of 3, worked with a tight budget to provision a building, networking, furniture, security and badge access, cabling, and movers; also oversaw Tenant Improvements and construction.
- Implemented Teneros ACA for 100% Exchange uptime.

- Implement Dell Blade Servers, NetApp SAN, and VMware Virtual Infrastructure for endpoint development, product virtualization and remote xen desktop access.
- Planned and implemented Netbackup 6.5 and Overland LTO3 tape library for NDMP and network backups of IT infrastructure. Arranged for Iron Mountain to provide offsite storage for DR.
- Planned and executed the creation of a Colo using a Tier 1 provider for offloading critical systems like the company website, DNS, FTP, and hosted applications for customers.
- Created a Training environment for the Professional Services group to provide onsite and remote training session using VMWare, ESXI and Sonic Wall SSLVPN.
- Awarded the CUSTOMERS, TEAMWORK, RESULTS & EXCELLENCE award twice in 2009 for excellence in the role at the company and for planning and executing the relocation of the main office.

Systems Administrator III

2001 – 2005

Webmethods, Inc. Sunnyvale, Ca 94088

Maintained, monitored, troubleshoot, and repaired IT systems supporting 160 on-site and remote users for a provider of business integration software serving 1200 organizations worldwide. Performed system upgrades and expansions; developed disaster recovery plans and implemented backup procedures using Connected, Legato and Symantec Ghost to ensure information security and integrity and maximize system uptime for critical services. Managed help desk utilizing Siebel 7.5, providing timely resolution and technical training. Remote and onsite maintenance for offices in Berkeley, Boston, Denver, Bangalore, Sydney, and Tokyo.

Key Projects and Achievements:

- Implemented VMware based Solution Center for realtime SE demos; reduced demo build times, troubleshooting, and increased demo uptime.
- Researched and implemented 2 factor authentication VPN systems; improved company network security.
- Managed Summer Internship program; interviewed, managed and mentored students interested in the IT profession.
- Managed and Supported IT infrastructure at Industry trade show; planned and implemented IT systems and support for 1000 person trade shows, including networking, server support, and client support.
- Consistently received high marks for support in annual IT surveys
- Awarded Team Golden Gear Awards for Integration World Support and Solution Center Support.

Programmer Analyst 1

2000-2001

Wildland Resources Center, Sacramento, CA 95616

Developed and maintained several websites through the CERES program of the Resources Agency of California. Administered IT systems and provided end user support for the Secretary for Resources of California and the entire Resources cabinet. Troubleshoot and repaired laptops, desktops, and servers. Maintained backup and recovery processes, including use of Symantec Ghost and Legato backup systems.

Key Projects & Achievements:

- Designed and Implemented the San Gabriel Rivers and Mountains Conservancy website.
- Assisted in the design of the Resources Agency logo and rebranding.
- Tested and implemented Windows 2000 OS in a win NT 4 domain.

EDUCATION

University of California at Davis

Davis, CA 95616. Class of 1999

B.A. Political Science and B.A Nature & Culture
