

# Michael R. Sitler

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## PROFESSIONAL EXPERIENCE

04/2002 – Present

**Systems Analyst – Volt / BearingPoint @ Microsoft**

Managed an application monitoring infrastructure utilizing Microsoft Operations Manager (MOM) 2000 to provide over 45 applications and 500+ servers with accurate monitoring to increase application uptime and problem resolution. Hosted in worldwide data center environments.

- Designed application monitoring for 45+ diverse applications ranging from 1 to more than 120 servers
- Microsoft Operations Manager (MOM) leveraged for server/application monitoring of over 500 servers
- Developed patch management scanning and scripting processes
- Maintained application uptime during hardware and software upgrades through process, communication, and load balancing.
- Provided troubleshooting and resolution to break / fix problems on over 900 servers

10/2001 - 01/2002

**Systems Engineer – EDP @ Compaq**

As a member of an Operation Implementations team working to deploying WIN2K, SQL, IIS, in Clustered environments for multiple client solutions.

- Collaborated with client to implemented Compaq hardware setup
- Responsible for W2K setup and configuration on multiple client configurations of 5 to 11 servers each.
- Maintain, installed and configured SQL 2000 Enterprise (when clustering) and Standard Server
- Accountable for Clustering solutions when chosen by client, installation and configuration of hardware and MSCS
- IIS installation and specific configuration for custom web application
- Setup and maintained ODBC and OLE connection from web application to SQL

05/2000 – 08/2001

**Systems Engineer – Volt @ Microsoft**

Worked as a Systems Engineer on an Operations Team providing support, design, and implementation of systems for a hosted application service. Using the latest developments in ASP hosting utilizing Exchange 2000, SQL 7.0 and 2000, Windows 2000, Active Directory and other Microsoft Back Office products.

- System Engineer on call for Tier II escalations and support
- Designed automated process for large numbers of simultaneous installations of Windows 2000 Advanced Server
- Assist in designing and maintaining data center Hardware Standards
- Configure, implement, and design configuration management system based on Enterprise Configuration Management
- Critical in design of a process that minimized service downtime during enterprise wide upgrades
- Assist in overall build out and design of hardware in two Data Centers using Compaq rack mount technology
- Remotely support Data Centers equaling 300+ enterprise servers using scripts and terminal services

6/1999 – 4/2000

**Consultant – CorSystems**

Sole proprietor of a consulting company that provided small business with network and server solutions. Clientele includes Am-Pac Appraisal Services, Coldwell Banker, and Boise Cascade.

- Provided on call support for all clients.
- Installed server, workstation and, network hardware / software.
- Responsible for workstation replacement planning and execution.

8/1996 – 2/2000

**Network Administrator – Coldwell Banker Am-Pac Realty**

Setup and administrated NT 4.0 network with ever changing needs. Met the needs of a real estate office by designing and implementing a Windows network with specific real estate applications.

- Researched and purposed hardware and software purchases.
- Migrated all users, workstations and, servers from a DOS Lantastic 6.0 to a Windows client-server environment utilizing Windows NT 4.0.
- Designed, supported and maintained application, file and print servers.

## CERTIFICATIONS

03/2004

**Microsoft Certified Professional**

- Microsoft Windows XP Professional

03/2000

**Microsoft Certified Systems Engineer**

- Microsoft NT Server 4.0
- Microsoft NT Workstation 4.0
- Microsoft NT Server in the Enterprise 4.0
- Microsoft Network Essentials
- Microsoft Proxy Server 2.0
- Microsoft Internet Explorer Administration Kit 5.0

## **SKILLS**

### **Proficiencies**

Microsoft Windows Server 2003 Products, Windows 2000 Professional / Server / Advanced Server, Microsoft Operation Manager (MOM) 2000 and 2005 Beta, Windows 9x, DOS, W2K(3) command line scripting, Automation, Enterprise management scripting, HP/Compaq Hardware, Ghost Enterprise 6.5, Microsoft Office

### **Knowledge**

SQL Server 2000 with Clustering, , Windows 2000 Active Directory, Windows Routing and Remote Access, MSCS Clustering, W2K Terminal Services, IIS 5.0, IIS 6.0, BigIP, Network Load Balancing, Compaq Insight Manager, Compaq Storaeworks SAN, SAN Infrastructure Design, Linux Distributions

### **Interpersonal**

Excellent decision making skills, Accustom to strict deadlines and critical environments, dedication to successfully completion of projects, consider customer service and satisfaction top priority.