

ERIC R. TIPTON, CISSP

MOUNTAIN VIEW, CA / 415-613-1369 / ETIP@YAHOO.COM



SUMMARY OF QUALIFICATIONS

- ◆ Diverse IT background & experience, including over 5 years Windows Sys Admin & Help Desk Management.
- ◆ Created, developed and managed a successful, well-respected helpdesk environment from the ground up.
- ◆ **Certifications: CISSP, Microsoft MCP (Windows Server), CompTIA Security+**
- ◆ Extensive experience with Windows 2003/2000 Server, AD, DNS, DHCP & MS Exchange.
- ◆ Confident IT professional with exceptional verbal and written communication skills.
- ◆ Possess a rare combination of technical / troubleshooting ability and people skills.

AREAS OF EXPERTISE

Microsoft: Windows 7/Vista/XP/2000, Office 2007/2003/XP, 2003/2000 Server, Active Directory, Group Policy, Exchange 2003/2000, TCP/IP, DNS, DHCP, WSUS/SUS, IIS, ISA Server, Team Foundation Server

Cisco: Call Manager, Unity, IP Phones, Aironet Wireless, VPN, Routers & Switches (IOS)

Servers: IBM, HP, Compaq, Dell **Desktops:** HP, Compaq, Dell, Mac **Laptops:** Lenovo, IBM, Dell, Sony

Antivirus: Symantec Endpoint Protection & Antivirus, McAfee ePolicy Orchestrator, McAfee VirusScan Enterprise

Misc: Linux (Ubuntu), Mac OS X (Panther, Tiger), Blackberry Enterprise Server / Handhelds, Citrix Metaframe, IBM FastT SAN, DNS Redirector (Web Filtering), Shavlik HFNetChkPro, Symantec Ghost Enterprise, Kaseya, TrackIT, Juniper/Netscreen firewalls, Sonicwall firewalls, VMWare

SUMMARY OF PROFESSIONAL EXPERIENCE

InfoStructure Systems - IT Consultant

Mountain View, CA - 11/06 to Present

Created, marketed and managed IT consulting business. Worked as a consultant and contractor to companies throughout the Bay Area. Also generated revenue by acquiring, repairing, refurbishing, configuring & reselling excess IT inventory. Consulting experience included: Maintaining Windows 2003 / IIS 6.0 Servers running on VMWare & managing Microsoft Team Foundation Server; creating and updating documentation related to the set-up and configuration of IIS servers and sites.

Codexis - IT Engineer (Contract)

Redwood City, CA - 7/08 to 12/08

Managed & participated in various projects including: deployment & management of Microsoft WSUS, Symantec Endpoint Protection (SEP) 11.x & Kaseya ticketing system. Responded to support calls involving all levels of server, network and client troubleshooting. Created documentation for internal IT procedures as well as user instructions. Managed Active Directory in a Windows 2003 server environment.

- **Managed a project to change the SID of all computers on the company network using MS Group Policy and by creating scripts that looked for duplicate SID's, changed SID's and wrote the results to a log file.**
- **Assisted in the deployment and management of Kaseya help desk ticketing system; created Outlook Form to simplify ticket submission.**

Tilia Inc. (A Jarden Company) - IT Systems Manager / Helpdesk Manager

San Francisco, CA - 10/02 to 11/06

Position reported to CIO. Managed 40+ servers & 200+ workstations; resolving all 1st & 2nd level desktop, network and server problems. Responsible for MS Active Directory, VMWare, Exchange 2000/2003, DNS/DHCP, Blackberry Enterprise Server, McAfee ePolicy Orchestrator, Microsoft WSUS, Shavlik HFNetChkPro, Cisco Call Manager/Unity, Intuit Track-IT, IBM FastT SAN. Managed resolution of all PC, peripheral and phone problems for local & remote computers in a Win 2K/2003 Server, Active Directory, Win XP, Office '03 environment. Managed users & accounts in Active Directory, assigning and modifying network permissions as necessary. Resolved connectivity and other network related problems. Set up & maintained Call Manager / Unity servers and Cisco IP phones.

Built a Help Desk team from the ground up; interviewing, hiring and managing all staff. Coached and developed team members in providing the most efficient problem resolution procedures. Monitored and updated TrackIT call-tracking system to insure all incoming calls were properly assigned and resolved in a timely manner. Acted as liaison between user community and IT Department. Researched, acquired and deployed technology solutions to automate and improve system deployment and maintenance. Created and maintained library of documentation including procedures for internal staff and user instructions.

(Continued next page)

SUMMARY OF PROFESSIONAL EXPERIENCE, CONT.

- **Successfully automated procedures for: Applying patches (SUS/ Shavlik); Deploying standard software images (Norton Ghost); Virus software deployment, scans and updates (McAfee AV /ePolicy Orchestrator); Spyware Detection & Blocking (DNS Redirector, MS Antispyware, Webroot Spysweeper).**
- **Created, implemented and documented security standards, procedures and guidelines to meet requirements of Sarbanes-Oxley.**
- **Created, set up and managed successful Help Desk with detailed procedures and standards.**
- **Significantly reduced response & turnaround time for all incoming calls; improved communication within department and to the user community - dramatically improving reputation and perception of entire department.**
- **Managed a computer replacement project involving 100+ new desktop & laptop computers.**
- **Created library of user instructions and departmental procedures.**

Tilia Inc. - Technical Support Specialist

Hayward / San Francisco, CA - 11/00 to 10/02

Entirely responsible for 50 user remote location from desktop to the server/network level in Win 2K/NT 4.0, Cisco environment. Managed Cisco Call Manager, uOne/Unity Voice Mail system for entire company. Install & upgrade PC's, servers & phones. Trained new hires on computer & phone system. Developed & wrote new procedures for department. Supported all remote/home users worldwide. Researched, analyzed, & worked with OEM's & contractors to resolve technical issues. Also supported: Outlook 2000, Filemaker Pro, Citrix, Cisco Routers & Switches, Windows 2000 Professional/NT 4.0 WS, Windows 98/95, NetWare 4.1, GroupWise, Office 2000, Visio, AutoCAD, ProEngineer, McAfee, Cisco Aironet, Compaq Servers & HP Desktops. Configured and supported Cisco switches and router.

- **Rolled out windows 2000 Professional to entire remote office.**
- **Supported Cisco Call Manager & Unity for entire company.**
- **Managed closure of Hayward facility including transition/redeployment of all computer equipment.**

IntelliQuest Computers - Project Manager / Network Administrator

Hayward, CA - 4/99 to 3/01

Responsible for managing & participating in projects, authoring proposals and statements of work related to system-wide upgrades, company moves and other projects. Responded to RFP's, RFQ's & wrote project plans. Responsible for all internal network and desktop technical support. Researched and recommended technological solutions to clients. Assisted with hiring and managing inside sales, technical and purchasing teams. Worked with: Windows NT Server, MS Exchange 5.5, SonicWall SoHo, Windows 98/95, Seagate BackupExec, McAfee NetShield/GroupShield, Filemaker Pro.

- **Wrote proposal, won contract & acted as Project Manager for successful 600-PC move for a Fortune 1000 company; recruited, hired, trained and managed 15-member move team.**
- **Developed, implemented and maintained internal network firewall, virus protection, backup and security solution.**
- **Consistent top performer in both sales and gross profit.**

ServiNet Systems / Panurgy - Account Executive

South San Francisco, CA - 5/93 to 3/99

Marketed & sold computer hardware, software, networking equipment, services and related items to customers throughout the Bay Area. Responsible for increasing sales and profit for the company through opening new accounts and developing existing relationships. Introduced and developed accounts by researching companies, cold calling, and meeting with IT and purchasing professionals. Provided first level of technical support for customers. Managed local and nationwide projects for Fortune 1000 corporations. Hired and managed sales, technical and support personnel. Established and managed business relationships with local and nationwide business partners.

- **Produced steady increase in sales and gross profit; top producer in both areas.**
- **Managed nationwide rollout of 1000+ PC's / laptops including configuration technical support solutions.**
- **Consistently won business away from larger and more established competitors.**

EDUCATION / CERTIFICATIONS

Certified Information Systems Security Professional (CISSP) – February 2010

CompTIA Security+ - January 2010

Microsoft Certified Professional – Windows 2000 Server / NT Server 4.0

San Mateo Community College – TCP/IP, Networking Essentials, NetWare, Cisco ICND

San Francisco State University – Major in Business/MIS