**JOSHUA R. TOWNSEND**

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**A technical manager with 7+ years of hands-on experience in Microsoft technologies, VMware virtualization, storage design, and network security. I bring an innovative and pragmatic approach to analyzing complex business needs, enabling me to conceptualize, design and implement cutting edge technical solutions for today’s business problems.**

**PROFESSIONAL EXPERIENCE**

**Tiber Creek Consulting, Fairfax, VA**

Sr. Network Administrator

**IronBrick Associates, LLC, Vienna, VA**

Consultant

**Approva Corporation, Reston, VA**

Global IT Manager

**NetCentrics Corporation, Vienna, VA**

Sr. Network Engineer

**03/2009 – Present**

**11/2008 – 03/2009**

**10/2005 – 09/2008**

**03/2002 – 07/2005**

**TECHNICAL SKILLS**

**Virtualization & Enterprise Storage Design and Implementation**

*Led enterprise-wide virtualization effort, overseeing and personally completing vendor/hardware qualifications, architecture/design, installation, configuration, migration and documentation. Reduced the company’s server hardware footprint by 60% leading to savings in power and cooling. Leveraged highly available VMware Virtual Infrastructure (VI3) environment to improve server availability, reduce workload for IT staff, and automate server deployment for various business units. The virtual environment supports both production and development environments containing hundreds of servers running SQL, IIS, Exchange, SharePoint, SAP, Oracle, PeopleSoft, and Approva’s BizRights software.*

* Design and implement EMC Clariion SAN environments to ensure high availability and acceptable performance characteristics for VMware Virtual Infrastructure and SAN-backed applications.
* NetApp FAS/V-Series Configuration and Installation
* Hands on experience in iSCSI, NFS, and Fiber Channel protocols, Fiber Channel cabling, switching, and zoning.
* Design, install, configure VMware ESX (3.5) environment with VirtualCenter management, LabManager, Consolidated Backup, DRS, HA.
* Build, configure and deploy VMs and templates. Completed Physical-to-Virtual (P2V), Virtual-to-Virtual (V2V) and Virtual-to-Physical (V2P) migration of Windows NT, 2000 and 2003 servers.
* Analyze and troubleshoot on an advanced level, performance of SAN backed VMware ESX infrastructure to determine proper allocation of resources to a multidepartment user population with widely varying needs.
* Customize layer 2 networking between VMware, networking components and storage for high availability and maximum performance.
* Develop, test, and maintain a disaster recovery plan for critical VMs and application data.

**Network Infrastructure Design and Maintenance**

* Responsible for maintaining IT infrastructure including server hardware, VMware environment, data storage, switching and routing, backups, email, firewall, spam filtering, AV, VPN, mobile devices, VOIP systems, network monitoring, and all Microsoft technologies.
* Identified need for and managed data center expansion including procurement, implementation and rollout of new physical plant utilizing APC In-Row Cooling; APC Power Distribution (PDU); APC Symmetra UPS; APC InfraStruXure Central; NetBotz environmental monitoring modules.
* Server performance analsis and performance tuning, including SQL server workloads.
* Lead design, deployment, and maintenance of a broad range of Microsoft technologies including: Windows Server 2000, 2003, 2008; Exchange Server 2003; SharePoint Server 2003, 2007; Internet Security and Acceleration (ISA) Server 2004, 2006; SQL Server 2000, 2005, 2008; Windows Server Update Services (WSUS); DNS; WINS; DHCP; Active Directory; Group Policy Design and Implementation; IIS; and Terminal Services.
* Responsible for design, implementation and maintenance of Dell server and storage hardware, EMC storage systems, Cisco routing and switching, Cisco PIX firewalls, Cisco VPN, Symantec Backup Exec, Symantec AntiVirus, Spam and AV filtering, Blackberry Enterprise Server, GFI FaxMaker, SalesForce.com.
* Dell Open Manage, HP Insight Manager, What's Up Gold Network Monitor, ADSIedit, Replmon, Repadmin, DCDiag, NetDiag; Active Directory Sites and Services, Active Directory Users and Computers, Ethereal, PRTG, LANSweeper; SolarWinds IPMonitor; Cisco IOS, Cisco PDM/ASDM, Remote Desktop Connection, VNC, ping, tracert, telnet
* Hands on experience with DSL, T1, PRI, POTS, Avaya IP Office; FAX; VoIP.
* Manage PC and laptop support, implement service desk best practices.

**IT MANAGEMENT EXPERIENCE**

* Restructured geographically diverse IT groups into a global team to increase efficiency and improve customer satisfaction. Rebuilt team from ground-up, hiring and equipping personnel for the challenges of a rapidly growing infrastructure and increased demands from multiple business units. Completed interviews, personnel reviews, and salary reviews.
* Standardized network management and monitoring tools across the organization to provide real-time alerting leading to greater uptime and increased security. Drafted and implemented policies and procedures regarding network equipment, maintenance, and monitoring.
* Reduced corporate communications costs by 40% through effective vendor management, contract negotiations and convergence of technical solutions.
* Developed and managed a $1million budget for global IT department.
* Personally led the conversion of an unstructured helpdesk to a global service desk through implementation of a ticketing system and industry best practice resulting in increased service levels, reduced resolution time, and tracking of key metrics. Analyzed metrics to increase service offerings and automate recurring tasks.
* Increased security, stability, and recoverability of the corporate network through implementation and ownership of all IT policies including security, backup, disaster recovery planning and compliance. Served as an advisor to executive staff on information security practices and procedures.
* Estimated project costs, prepared project plans and status reports. Led the development of requisitions, bids, and specifications, and the negotiation, administration, and evaluation of contracts for equipment and services.

**EDUCATION & CERTIFICATIONS**

**B.A., Political Science & International Relations**

Messiah College, Grantham, PA

**Microsoft Certified Systems Engineer**

MCSE on Microsoft Windows Server 2003

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**VMware Infrastructure 3: Install and Configure V3**

4-day hands-on training for VMware Infrastructure 3

**VMware VMworld 2008 & 2009 Attendee**

Participated in VMware focused peer-to-peer sessions, technical breakouts and hands on labs

**Active DoD Secret Security Clearance**

**Skills for the Next Generation Manager Course**

Approva Corporation

**VMware Certified Professional**

VCP on VMware Virtual Infrastructure 3



**Dell SAN Management Training**

3-day hands-on training for EMC Clariion SAN

**NetApp SAN Implementation Workshop**

3-day hands-on training for NetApp FAS

**VMware Sales Professional**

**VMware Technical Sales Professional**

**Awards, Accolades, & Community Involvement**

* Awarded an ‘Extra Mile Award’ during annual awards ceremony for consistently providing timely and innovative solutions to challenges throughout the company.
* Granted multiple Stock Option Awards in recognition of outstanding achievement.
* Participated in corporate group at Approva charged with bringing innovative approach to improving corporate culture, employee morale, and global integration.
* Co-Leader of the Washington DC Metro VMware User Group, responsible for planning user group meetings, coordinating vendor sponsorship, and engaging the VMware community through leading meetings, social networking, and personal interaction.
* VMware Blogger at <http://vmtoday.com>, sharing news, views, and lesson’s learned with the greater IT community.
* Volunteering time and technical expertiese to various community programs, including network design and implementation for Helping Children Worldwide’s Connections for Hope Center in Herndon, VA.