

Steven D. Bisson

Phone: (954) 696-7909

SBisson@browardnetworks.com

Objective:

I am seeking a challenging position where I can use my extensive technical hands-on and managerial experience. I enjoy and excel at technical problem solving directly with hardware and software issues. My specialties include using new and existing technologies for desktops and servers, and network optimization and security.

Areas of expertise:

- Routers, Firewalls, Wireless
 - HP, Dell, and IBM servers
 - RAID and Network Storage
 - Backup Devices and Software
 - NT 4 - Win 2008 R2 Server
 - TCP/IP, DNS, and DHCP
 - Terminal Services and RAS
 - Remote Desktop and VPN
 - Active Directory / Group Policies
 - IIS (WWW, FTP, SMTP)
 - MS Exchange 5.0 to 2010
 - Spam and Virus Filtering
 - Blackberry Enterprise Server
 - Managed Anti-Virus
 - Desktop Imaging
-

Migration Specialist, Project Manager:

- Design standard desktop image and supervise migration of 150 workstations from Windows 95 to NT 4.0.
- Migrate Exchange 5.0 to Exchange 5.5 for 700 users (150 local and 550 remote).
- Migrate NT 4 Server, Exchange 5.5 to Windows 2000, Exchange 2000 for 200 users.
- Migrate Windows 2000, Exchange 2000 to Small Business Server 2003 for 50 users.
- Migrate Small Business Server 2003 to Small Business Server 2008 and 15 workstations from XP to Windows 7.

Network Administrator:

- Install Exchange Server 5.5 in England for 350 users (100 local and 250 remote).
- Setup Routers (Watchguard, Netopia, Linksys, Netgear, Cayman) and firewalls (ISA Server, SonicWALL, Smoothwall, Untangle).
- Monitor network traffic with packet analyzers, Port Scanners and Intrusion Detection Systems.
- Test and install patches and fixes for security vulnerabilities in vendor software on corporate servers and workstations.
- Implement disaster recovery plan, network stress testing, and routine Preventative Maintenance.
- Apply group policies, enable permissions and auditing of user activity and network resources.

Desktop Support Supervisor:

- Utilize deployment methods such as Ghost Multicast and Remote Install Service on client workstations.
 - Create, test, and implement Group Policies and logon scripts for all Windows workstations
 - Coordinate outside training and held in house training events of Windows NT and MS Office.
 - Assist desktop support staff resolving network connectivity, hardware, and software issues.
 - Desktop Support Manager for 700 users with staff of 15.
-

Professional Experience:

Self Employed – Fort Lauderdale, FL

Network Administrator

May 2001 – Present

Build and administer office networks using Microsoft Small Business Server 2000 to 2008. Configure, monitor, and troubleshoot all versions of Microsoft operating systems. Setup Internet connections from ISP using SOHO routers and firewalls. Setup domain name registration and Exchange servers. Use third party software to filter virus and spam from corporate networks. Build Compaq, IBM, Dell and HP servers with hardware raid. Configure routers, switches, network printers, and firewalls. Setup Group Policies using Active Directory.

GE Medical – Jupiter, FL

Migration Specialist

August 2002 – December 2002 (contract)

Schedule and travel to hospitals in Florida, Louisiana, Mississippi, Tennessee, and Alabama upgrading patient heart monitoring software on medically certified NT 4 multi-homed Intel based workstations in compliance with FDA regulations. Install software patches, test all network connections, alarm conditions, and hardware. Install network printers and update site licenses. Train hospital Bio-Medical department and nursing staff.

United States Postal Service – Florida

Migration Specialist – Team Leader

July 2001 – October 2001 (contract)

Migrate Post Offices in Florida from Windows 95 to Windows 2000 Professional. Transfer data from old PC to new. Configure and test TCP/IP, DNS, WINS, and WAN connections. Install current patches and updates. Test Enterprise applications. Train Post Office staff on changes in software.

Computervision Services Inc. – Bedford, MA

Network Administrator

May 1999 – February 2001

Install software updates on corporate NT 4 servers to current standards. Create security policies and procedures for 700 employees in 12 countries. Install VPN service for remote clients to connect to corporate network using local ISP, instead of dialing into local office saving several thousand dollars in phone bills. Travel to England to install new Exchange email server. Secure against hackers and spammers. Create custom NT 4.0 Workstation desktop image for maximum security. Train Desktop Support staff on migration procedures and oversee deployment of all workstations to new image. Approve purchases of hardware and software submitted by desktop support staff.

University of Massachusetts Medical Center – Worcester, MA

Network/Desktop Technician

April 1998-July 1998 (contract)

Support 4,000 users in hospital and college environment. Tasks included hardware installation, diagnostics and replacement, network connectivity (Banyan Vines and NT 4.0 server), software installation and configuration in DOS, Windows 3.11, 9x, NT 4, Office, and Anti-Virus.

Northern Essex Community College – Haverhill, MA

Computer Lab Instructor

1997-1999 (Part Time)

Create and supervise hands-on lab experiments for students enrolled in A+ certification preparation course. Labs included working in a DOS environment, memory management, virus detection and removal, installing hardware and resolving conflicts, building custom computers, and Networking in DOS and Windows exposing students to TCP/IP and NetBEUI.

Speaking Engagements:

Northern Essex Community College – Haverhill MA

Guest Speaker

January 1999

Spoke to new students about different careers in the IT field and answered questions.

Indian River Community College – Fort Pierce FL

Compensated Speaker June 2001

Serve as industry representative on a panel providing input regarding new AS degree programs (Project Management, E-Commerce Security) for adoption by the state board of Community Colleges.

Education:

Computer Networking Certificate, Northern Essex Community College

1997