
SCOTT G. PLISZKA

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Certifications

MCITP: SA	Win2k8	06/2010	MCSA	Win2k	06/2003
MCTS	Win2k8	05/2010	A+ Certification		03/2003
MCSA	Win2k3	02/2004	MCP	Win2k	10/2002
MCSE	Win2k	08/2003			

Introduction

A proactive and dedicated worker with 11+ years in the IT industry with work ranging from IT management, server and network administration, desktop support, helpdesk support. Excellent communication and organization skills, with a dedicated to making sure operations run smoothly. Ten years of supervisory experience, managing a team consisting of database engineers, network engineers and IT consultants. With a focus of expertise in Windows systems administration and I have worked extensively with all Windows Server versions by installing, configuring, and troubleshooting each version. Also trained and knowledgeable with the configuration, management, and troubleshooting of VMware vSphere environments with multiple hosts and locations.

Experience

HGEA ▪ Honolulu, HI

IT Supervisor ▪ 02/2005 – 07/2011

- **Management** – Managed the HGEA IT staff including workload distribution, review and analyze completed work, provide direction on projects, and monitor job performance. Planned and executed biennial budget for IT Department (approximately \$750k per year). Lead, managed, coordinated, and implemented all IT related projects including membership database system (\$1 million), video conferencing (\$125k), VMware (\$100k), Cisco Call Manager phone system (\$100k), and others.
- **Windows Servers** – Installed, configured, migrated, repaired servers running DC services, DHCP, DNS, Active Directory, Terminal Services, NLB, GPO's, and DFS. Set up clustered terminal server environment for all staff to operate on using NLB and DNS roundrobin to distribute the workload. Used group policy to disallow certain actions on terminal server but allow on local desktops. All files stored on a central file share using DFS to map network drives.
- **VMware** – Migrated organization from all physical servers to a VMware vSphere 4.0 infrastructure with two physical hosts (Dell PowerEdge), and one SAN (EMC). Managed approximately 30 servers through vCenter and added second site for disaster recovery with two hosts and a SAN. Backed up servers with Backup Exec and more recently switched to vRanger for replication of servers and restoring to disaster recovery location.
- **Other Technology** – Used WSUS to manage all Windows Updates for servers and desktops. Worked with Forefront and Symantec Endpoint Antivirus on server and client side. Ran and managed Exchange 2003 with Google Postini as the Antivirus Gateway. Constant work with all versions and products of MS Office. Minor, but constant experience with Sharepoint 2007, all versions of SQL, Cisco Call Manager, Cisco Switches, Routers, and ASA's. Implementation and management of LifeSize videoconferencing.

INETS ▪ Honolulu, HI

Systems Engineer ▪ 10/2003 – 03/2005

- **Windows Servers and Desktops** – Install, configure, maintain, and troubleshoot Windows NT, 2k, and 2k3 operating systems for multiple clients on a variety of servers (Dell, IBM, HP). Windows services supported include DC's, DNS, DHCP, AD, GPO's, and Terminal Servers. Minor support in Linux, Unix, and Mac products. Provide hands on desktop support for PC's (Dell and HP) on domains with roaming profiles. Fixed problems associated to roaming profiles not providing consistent user experience. Lead technician on project to migrate all YMCA offices on Oahu on one common domain. Worked with many applications I had no experience with to troubleshoot a variety of problems for customers. Communicated with clients and application support teams to resolve all issues on an irregular schedule.
- **Client Relations** – Work with multiple clients including YMCA, Roberts Hawaii, Royal State Insurance, HGEA, Hale Kipa, and others to understand their technology problems and requirements. Communicate with users and management at client sites to explain situations and resolutions. Required to learn multiple business processes quickly to adapt to fast paces environment.
- **Other Duties** – In charge of all classroom setups and imaging of computers for instructor led training. Research, recommendation, and procurement of hardware and software for INETS as well as all clients. Manage junior system engineers and helpdesk technicians.

Shell Oil ▪ Houston, TX

Level III Technician ▪ 08/2001 – 08/2003

- **Migration Project** – Selected as lead technician for the migration of Houston Shell Chemical Migration project. Project consisted of migrating over one thousand workers from Windows NT machines to Windows 2k machines. Ensured all data, and programs transferred over properly and worked with staff to resolve any remaining problems. Troubleshooting on any issues that arose because of the migration. Supervised four other technicians by creating their schedules, reviewing their completed work, and mentored by showing other techniques in our work.
- **Helpdesk** – Because of my performance on the migration project, my managers and other Shell staff provided recommendations for me to join the Shell IT. While on the helpdesk I provided technical support for a variety of applications especially MS Office. Provided documentation and resolutions on all calls received. Worked in active directory to provide first level troubleshooting on log in issues. Occasionally went to various Shell sites to train with local IT staff and work on desktops and laptops.

Education

University of Hawaii

01/2011 – Present

- Transferred credits from F.A.U. and working towards completing my B.S. in MIS
- Current GPA is 4.0

Florida Atlantic University

08/1999 – 06/2001

- Studied Computer Engineering and Computer Information Systems
- Left of own accord in 2001 to pursue IT related work after internship at Citrix
- Member of FAU swim team

References available upon request