

September 21, 2018

Dear hiring manager:

I am seeking a job as computer systems administrator. My preferred position would be as a VMware server administrator, who is also technical lead or manager for one or more staff members on the company I.T. help desk.

You can see the details in my resume, but here is a summary: I have solid experience with VMware 5.5 and 6, Microsoft Server 2016, 2012 and 2008, Exchange 2010, Office 365, cloud computing, PowerShell and much more. I have a great deal of experience helping high-level executives and scientists with problems relating to Exchange, Outlook, and the management and archiving of large email datasets. I have extensive experience managing and engineering company file systems from the user and department perspectives, including NTFS permissions, and mapped drives that are managed through Group Policy and AD security groups.

At my most recent position, I created the master images for 80 Windows 10 desktops and laptops. I also managed the company Group Policy, and the McAfee Endpoint Security. We used the Dell/Quest KACE K1000 systems management appliance (including the help desk ticketing system and the updates of Windows and applications), and I was the primary caretaker of that system also. I managed the company SQL servers, and the backup of all company servers.

I am very good at documenting computer systems, and I'm a great technical writer and editor. I'm skilled at untangling computer messes and bringing order to chaotic systems. I'm able to handle stressful situations with a professional, calm and proactive approach.

For the time being I am only considering companies along the Maryland I-270 corridor, approximately between Frederick and North Bethesda. I would be willing to travel up to 25% of the time.

I have had an Interim Secret clearance for a couple of years, but that is no longer active. I could definitely get a clearance once again.

Please contact me to inquire about the salary range I am hoping to discuss. Note that I would be more willing to consider the low end of my range if I had frequent duties related to VMware and Azure (my current area of study), and if the commute was a relatively shorter one.

I have a detailed LinkedIn profile, with many connections, endorsements and recommendations. Drop me an invitation to connect any time, and you can have a look.

Thank you for reading through this long cover letter. I figured it might save us both some time if I put everything that might be of interest to you here. I hope I get a chance to talk with you.

David Whiteis  
dw-resume@whiteis.com

PS. If you would like to see a list of my accomplishments as an independent entrepreneur, please let me know. Many of the skills I picked up during those efforts are useful in my 9 to 5 work, especially at smaller companies and startups.



**David E. Whiteis**  
Germantown, Maryland  
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937-563-2843

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## POSITION SOUGHT:

VMware Administrator / Windows Server Administrator, with IT manager or team lead duties.

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## SUMMARY OF EXPERIENCE:

A wide range of skills in Windows server administration, VMware, desktop deployment, remote access, and solutions design. Have been team leader for various technical activities. Excellent writing skills.

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## EDUCATION and CERTIFICATIONS:

**Bachelor of Science in Computer Networking**, Strayer University, Rockville MD, **4.0 GPA**

**MCSE** (Microsoft Certified Systems Engineer)

**CCNA-Voice** (Cisco Voice Network Administration)

**CCNA** (Cisco Certified Networking Associate)

**ACTC** (Apple Certified Technical Coordinator)

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## SKILLS:

**Operating Systems and Networking:** VMware 5.5 and 6 (vCenter, ESXi, vSphere Client.) MS Windows Server 2012 and 2016, MS Exchange Server 2010 and Office 365. Windows 10 and 7. Macintosh OS X, CentOS Linux. TCP/IP, DNS, DHCP. Group Policy and AGPM. Advanced NTFS permissions work. iSCSI storage devices.

**Software:** Quest Rapid Recovery and Veritas Backup Exec. Microsoft Outlook, Word, and Excel. Remote access tools (RDP, VNC, TeamViewer etc.) Quest KACE, Continuum and Altiris client management systems. Many desktop imaging products, including TrueImage, Macrium Reflect, and Ghost. Adobe Premiere, Symantec Enterprise Protection, and McAfee Endpoint Security.

**Misc.: Inventing, patent writing and licensing:** Four issued patents, in the areas of collaborative filtering, fluid dynamics, and toy design, all of which produced good returns on my investments.

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## PROFESSIONAL EXPERIENCE:

July 2015 – Sept. 2018      **H. Beck, Inc.**, Bethesda MD

Systems Engineer. Was primary administrator of two VMware clusters hosting 40 VM servers, 5 storage devices including a 15T HP MSA 2040, and 10 other physical servers. Also, primary administrator for the following systems for all servers and 80 desktops and laptops: backup system, antivirus, centralized Windows updates and applications updates, and Group Policy. Administered MS SQL Servers, and Exchange 2010 until we migrated it to the Chicago datacenter of our new corporate owners, along with most of the rest of our VMs. Basic PowerShell work. Occasional user support and training duties, including assisting users and executives with complex Outlook and Exchange issues. Reorganized department shares, with input from managers from all departments. Was technical lead for two other IT employees.

March 2014 - March 2015      **Optimal Networks, Inc.**, Rockville MD

Remote Services Engineer. Provided technical support and network engineering services to clients throughout the Washington, D.C. area, in person and via remote tools. Resolved problems on Windows and Macintosh servers and workstations. Supported Optimal's cloud computing solution. Exchange, Active Directory and PowerShell work. Documented client networks.

May 2008 - Jan. 2014      **J. Craig Venter Institute**, Rockville MD

Technical support for 350 users in Rockville MD and San Diego CA, locally and via remote tools. Deployed desktop computers, and controllers for laboratory instruments, running Windows 7, Windows XP, Macintosh OS X and CentOS Linux. Deployed, administered and supported virtual machines using VMware vSphere. Some experience with Horizon View, VDI, and ESXi installation and configuration. Resolved issues with Altiris Client Management Suite, Altiris Deployment Solution, Symantec Enterprise Protection, McAfee Anti-Virus, and many other server and workstation-based applications. Developed and documented standard operating procedures for several major institute IT tasks, including virtual machine deployment procedure, and Windows, Macintosh and Linux workstation deployment procedures.

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Dec. 2005 - May 2008      **Sigma-Tau Pharmaceuticals and Dataprise, Inc.**, Germantown MD

Administered MS Windows based networks. Remote support and troubleshooting. Resolved problems with system configurations, Active Directory, Symantec Backup Exec, Norton Anti-virus, Citrix, firewalls, Windows Server 2003, Small Business Server 2003, and much more. Documented network systems.

July 2005 - Dec. 2005      **MCI**, Ashburn, VA

Troubleshooting of T1, frame relay, and other circuits, from MCI's support center. Tested circuits using HP OpenView and MCI testing systems. Used Sun Solaris 8 to telnet into gateway routers throughout the U.S., to diagnose and resolve circuit problems. Worked with network engineers, dispatched repair technicians from local exchange companies.

March 2000 - Dec. 2005      **Networking Consultant**, (owner, Potomac Easy Networks) Germantown, MD

Over 30 network consulting projects, including The Washington Free Clinic in Washington DC. Network and email administration. Active Directory user account maintenance. Simple GPO maintenance. Data recovery, configuration management, and writing network documentation. Diagnosed and resolved problems with server backup systems, DSL connectivity, DNS, anti-virus and firewall protection. Supported 23 node Medisoft and Office Hours medical clinic database system. Created master XP workstation Ghost image of system for use in Chicago area schools.

June 2002 – July 2005      **BRTRC Technology Research Corporation**, Fairfax, VA

Technical writing. MS Visual Basic .NET programming and web development. Designed and programmed a specialized web development tool for the National Cancer Institute. Completed a Palm OS-based scheduling system for the Office of Naval Research. Business development, and basic network administration and troubleshooting.

June 2001 - June 2002      **Matthews Media Group**, Rockville, MD

Worked as systems administrator and web developer for this health communications company. Developed and maintained database-driven web sites using ColdFusion 4.5 and ColdFusion Studio. Set up, configured, and maintained IIS-based web servers on Windows 2000 Server and Windows NT 4.0 Server operating systems.

May 1994 - Dec. 2000      **NIH**, Bethesda, MD (with one-year break to start NetAngels, see below)

Performed work for the Division of Clinical Sciences, National Cancer Institute at the National Institutes of Health (NIH), as an employee of the contracting firm The Orkand Corporation (McLean, VA). Provided network administration and troubleshooting, user support, hardware and software needs analyses and acquisitions assistance, and computer training. Also, software development and support, workstation configuration management, server setup and administration, web development, Listserve maintenance, and emerging technologies research. Created programs to manipulate output data from cDNA micro-array scanners, to prepare that data for gene expression analysis. Created short technical videos using digital video editing programs. Provided guidance and technical assistance to the three staff members that reported to me. Also provided onsite support to users in the Center for Information Technology (CIT) and the Office of the Director for NIH.

Mar. 1996 - Nov. 1996      **NetAngels.Com, Inc.**, San Francisco, CA and Krakow, Poland

In 1981, I invented a computer algorithm that was able to predict what music recordings a person might enjoy, based on the names of the person's current favorite music recordings. In my spare time over the next 14 years, I developed it into a web-based system. Wrote an application for a U.S. patent on the algorithm, which was granted. The web site was profiled in magazines, newspapers and media web sites, including the New York Times. Founding partner of NetAngels.Com, where we created a client/server-based system which included my work. NetAngels was sold to FireFly Network, which was later acquired by Microsoft Corporation, enabling me to show a considerable return on my investment. While at NetAngels, performed many of the duties involved in a startup software company, including: technical research, program design and software development, marketing research and marketing, and contract negotiations.