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# JOHN SWANSON

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## INFORMATION TECHNOLOGY PROFESSIONAL

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A results-oriented Microsoft Certified IT Professional with extensive experience in helping small to mid-size businesses achieve efficiency and profitability through information technology and improved business processes. A change agent with strong analytical, leadership, problem-solving and communication skills, consistently driving for results.

## CORE COMPETENCIES

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### Systems

Hands-on knowledge and experience with network infrastructure in a Microsoft Active Directory domain environment; provision / maintain Windows Servers / Client OS; deploy / maintain application systems

### Management

Problem solver, innovator, change agent, team player, effective communicator / collaborator with a variety of personalities in all areas of management; mentor, motivate, and develop staff

### Consulting

Knowledge and experience with business applications, processes and procedures; ability to identify opportunities, develop solutions, present alternatives, deploy, maintain and train end-users

## EXPERIENCE

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### Systems Engineer (contract)

11/2011 – present

Philips Healthcare, Bothell, WA (working remotely from Redwood Shores, CA)

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A global manufacturer of medical diagnostic devices such as Ultra Sound, Cardio Vascular, X-Ray, Computerized Tomography and Magnetic Resonance Imaging. The Global Systems Engineering/Remote Services Network supports the service team that proactively manages devices in the field.

#### Key accomplishments:

- Build Windows Server 2008 R2 / SQL 2008 R2 High Availability Clusters
  - Deploy/Maintain System Center Data Protection Manager 2012, Veeam Backup & Replication 6.5 Enterprise Backup solutions
  - Manage/Upgrade Tripwire Enterprise 8.0 Solution
  - Deployed Windows Key Management System (KMS) for Windows Activation in remote services network
  - Build/Deploy Windows Server 2008 R2 Enterprise VM images in a VMware ESXi environment
  - Maintain applications in a Windows 2003 R2 Citrix 4.1 environment
  - Managed/Authoring IS Policy-based work instructions documentation program hosted in Sharepoint 2010
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### Microsoft Corporation (contracts)

04/2009 – 11/2011

Redmond, WA

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#### • Business Intelligence (BI) Build Engineer, Microsoft IT Service Transition

Deployed code releases and updates to various Microsoft-internal BI web-based applications in a Windows Server 2008 R2 / SQL Server 2008 R2 High Availability Clustered environment. Gained experience working with Octopus, ITSM, W2K8/R2, IIS, SQL2008/R2

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**Microsoft Corporation (contracts—continued)**

04/2009 – 11/2011

Redmond, WA

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**• Service Engineer, Product Quality Online (PQO) Team**

Supported Windows Live Solution Center (windowslivehelp.com), a community-based support application for Windows Live properties such as Hotmail, SkyDrive, Messenger. Used Hyper-V, W2K8/R2, IIS, SQL2008, SCOM.

**Key accomplishments:**

- Transferred/Deployed/Upgraded the support application from Global Foundation Services team to PQO team. Involved 6 Mirrored SQL 2008 Servers, 31 virtualized W2K8 R2 Web Servers on 11 W2K8R2 Hyper-V host servers. Worked with Developers, Microsoft Support Desk, Business Unit managers and the PQO Infrastructure Team
- Created Operations Guide and KB articles, describing SQL Agent jobs and SCOM monitoring.

**• Systems Engineer, Global Foundation Services (IT group supporting entire company)**

Supported multiple Windows Live properties. Used W2K3, W2K8, IIS, SQL, networking, scripting.

**Key accomplishments:**

- Deployed applications on Microsoft Server 2008/R2 Hyper-V Virtual servers for Windows Live properties in the Community Test Cloud Integration environment using Hercules (internal Microsoft tool similar to System Center Virtual Machine Manager (SCVMM))
  - Maintained application servers and automated monitoring/logging tools with Symantec Altiris, Octopus, PowerShell, and CMD script to isolate and correct system errors.
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**IT Manager**

12/2005 – 03/2009

**Murray Franklyn**, Bellevue, WA

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Builder of high-end single family homes and condominiums in the Puget Sound area. Built and managed an IT team of 4 to support network infrastructure, server operations, telecommunications, and application systems.

**Key accomplishments:**

- Upgraded network infrastructure using: HP ProCurve switches, APC Uninterruptable Power Supplies, Dell/EMC 2 TB SAN, Dell 8 slot Library, Dell 29xx servers, Dell D6xx Laptops, and Fortinet firewall/VPN
- Upgraded server environment to Windows Server Enterprise 2003/R2 with IIS6.0, DHCP, DNS, Terminal Services, SQL Server / Reporting Services 2005, and Exchange 2003
- Enhanced security, backup/recovery and operational efficiency deploying Symantec Anti-Virus CE, BrightMail Anti-Spam, BackupExec, Windows Server Update Service (WUS) and SunBelt eMail Archiver
- Implemented Terminal Services using HP5300 thin clients, eliminating workstation hardware refresh
- Deployed Microsoft Virtual Server 2005/R2 virtualizing Active Director Domain Controllers, DHCP, DNS, IIS (Web Servers), Print Servers retiring obsolete hardware and saving energy and licensing costs
- Migrated Exchange 2000 organization to Exchange 2003 on Dell2950 hardware and Windows 2003/R2
- Created mfceattle.com Active Directory domain; Dell 29xx hardware, Windows Server 2003/R2, Terminal Services, Exchange 2003, DNS, IIS, DHCP, File&Print, Fortinet firewall/VPN and ProLog Construction Management System for 10 person downtown office space and satellite construction sites
- Established high-quality user support by developing Policies, Procedures, end-user Training and created an IT Intranet resource web site with self-service to the Spiceworks Help Desk application
- Created a Web portal for subcontractors based on Remote Desktop and ActiveX to access construction schedules and materials requirements eliminating mistakes and cost over-runs
- Produced installation, support, user training for LOB applications (FAST Homebuilder Management, Prolog Construction Project Management, Hyland Software OnBase Document Retrieval), and Office Pro 2003/2007 Access, Excel, Word, PowerPoint, Outlook

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## Channel Support Manager

06/2003 – 12/2005

SpamLion, Inc., Rohnert Park, CA

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SpamLion Sender Validation Gateway anti-spam solution start-up.

### Key accomplishments:

- Built a global reseller channel comprised of 51 Microsoft Solution Partners. Generated \$500K + in annual sales
  - Created on-line product demos using NetMeeting, video clips, and PowerPoint presentations for trade shows
  - Supported partners and customers remotely using Microsoft RDP, PCAnywhere, and GoToMyPC.
  - Created case studies, white papers, product brochures, and original content for the web site
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## Product Manager

02/2002 – 06/2003

Web Habitat, Inc., Rohnert Park, CA (Parent company of SpamLion)

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A developer of custom corporate web-based applications in education and content distribution. Authored installation guides, support manuals, fact sheets, and whitepapers. Pioneered use of VMWare and Microsoft Virtual PC to create a virtual network environment for QA on a platform consisting of 1) a server running Active Directory, DNS and Exchange versions, 2) a server running a 3<sup>rd</sup> party POP/SMTP server, 3) the SpamLion server running SMTP and IIS, and 4) workstations running email clients.

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## Technical Consultant/Sr. Network Engineer

1992 – 02/2002

Various Consultant Groups & Start-ups, Silicon Valley, CA

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Consulting projects including:

- Microsoft Great Plains, Microsoft Dynamics, Siebel CRM enterprise deployments
  - Built interactive product demo environment that supported real-time test drives of Siebel CRM and Great Plains ERP applications using Microsoft Terminal Services and Citrix MetaFrame hosted on Windows 2000 Servers running IIS and SQL Server 2000
  - Managed Netware 3.12 to NT 4.0 migrations on client systems/servers in a globally-distributed network
  - Supported heterogeneous platforms with Windows, UNIX, and Macintosh computers using NT 4.0 Terminal Services and Citrix MetaFrame
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## EDUCATION

**MBA, BS Business Administration:** Northern Illinois University, DeKalb, IL

**Certifications:** Microsoft Certified Systems Engineer, (MCSE/MCSA Windows 2003, 2000, NT4, NT 3.51), Information Technology Infrastructure Management (ITIL) Foundation Certificate in IT Service management

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## TECHNICAL SKILLS

**Software:** Active Directory, Group Policy, Windows Server 2003/R2, Windows Server 2008/R2, Failover Clustering, Hyper-V, DNS, DHCP, IIS, Exchange 2003, SQL Server 2008R2, SharePoint, Terminal Services, Windows Server Upgrade Service (WSUS), Windows 7, Windows Vista, Windows XP, Visual Web Developer 2008, Expression Web

**Environment:** Tandberg video conferencing, Fortinet Firewall, Dell servers laptops and workstations, Symantec Anti-Virus, BrightMail Anti-Spam, Symantec Backup Exec, HP Data Protector, System Center 2012 Data Protection Manager, Veeam Backup & Replication Management Suite, Tripwire Enterprise, Altiris, Acronis, Ghost, Sunbelt eMail Archiver, VMware ESXi 6.0

**Business Applications:** FAST Homebuilder Management, Prolog Construction Project Management, OnBase Document Retrieval, Adobe Acrobat, Microsoft Expression Web, Office Pro 2003 / 2007 / 2010 (Access, Excel, Word, PowerPoint, Outlook, OneNote), Windows Shell & VB scripting, Dynamics/GP, Dynamics CRM

**Blogging:** Level7Technology Group – [www.l7tg.com](http://www.l7tg.com)

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