

Ed Sarney

Chicago, Illinois | C: (312) 219 4925 | Ed@edsarney.com | www.edsarney.com

Skills

- 10 years' experience with Microsoft on-premises Technologies
- Microsoft Azure Public Cloud architecture and development
- Deep analytical Skills regarding infrastructure architecture
- Ability to see connections between layers of business operations
- Building Strong relationships with customers as a trusted IT business advisor
- Familiarity with ITIL and TOGAF policy framework practices
- Excellent interpersonal, communication, and negotiation skills
- Ability to help identify processes, risks, technologies, and business outcomes involved in delivering a top-notch solution
- Strong analytical and problem-solving skills in addition to the ability to develop social bonds and build EQ is required

Experience

National Solutions Architect Sentinel Technologies

11/2022 to Present
Chicago, IL

- The Solution Architect is responsible for the technical accuracy of every proposed solution
- Ensuring that the quotes we give our customers are technically accurate and include all necessary parts, software, and licenses required for the proposed solution to function as promised
- Working with other consultants and sales team members to design Active Directory migration, consolidation, collapse, upgrade solutions based on client requirements and design specifications
- Assisting organizations with Identity solutions including integration with cloud-based solutions, processes, and workflows as applicable
- Keep current on technology and technology trends
- Accurately set delivery expectations and meet those commitments
- Building and maintaining relationships with new and existing customers as a trusted advisor

Senior Solutions Engineer Sentinel Technologies

10/2021 to 11/2022
Downers Grove, IL

- Provide expert technical support and present solutions to the sales and business teams.
- Interact with clients to execute the technical aspects of the sales strategy to develop and build rapport and maintain relationships.
- Provide Infrastructure services in all areas needed: storage networking, Operating System, network security, directory services, server virtualization using system backup and restore, system and network monitoring, application installation and configuration.
- Standard system administration duties including server install, System/Application install and patch management, Windows problem determination and resolution, log analysis, etc.
- Interface with third party vendors as liaison between client and vendor.
- Provide oversight on administering Microsoft Azure and Microsoft 365.
- Assist in development of ITIL best practices.

Solutions Engineer III
Sentinel Technologies

01/2020 to 10/2021
Downers Grove, IL

- Provide engineering solution support for information technology services.
- Independently and at senior engineering staff direction participate fully in the presale's lifecycle. This includes support of existing and new clients for information availability services (Continuity).
- Participate in development and delivery of technical presentations of company's service offerings to existing customers.
- Gather technical information on the customer's IT environment. This includes, but is not limited to, Data Center Operations, Systems, Networking Infrastructure, Backup processes, applications, user access and business unit interdependencies.
- Engage customers to extract critical technical and business drivers that may align with company deliverables.
- Maintain familiarity and adherence to all company methods and procedures.
- Consistently manage all Support Requests to a timely and successful completion.

Senior Datacenter Engineer
Sentinel Technologies

11/2018 to Present
Downers Grove, IL

- Take ownership of customer incidents by providing onsite, telephone, and email support to Sentinel clients.
- Troubleshooting and resolving various technical issues related to computer hardware and software problems.
- Configuring and troubleshooting issues related to the following technologies: Windows Server, Exchange Server, Active Directory, Firewalls, VPNs, DNS, DHCP, VMware, Office 365 and other leading Cloud Solutions.
- Collaborating with a great team to identify solutions to customer support requests and escalating to more senior team members or external resources as needed.
- Learning a ton, being faced with new challenges every day, and gaining exposure to all of the most cutting-edge technologies.
- Local travel to client sites to provide scheduled IT systems and network maintenance, address outstanding concerns, and aid with project implementations and consulting when appropriate.
- Interact with clients and communicate with management.
- Provide some on-call/after-hours work when necessary.
- Coordinate, Manage, Validate, and implement projects for customers such as Antivirus deployment, Server Migrations, ESXI upgrades, VMware upgrades, and Webserver deployment.

Lead Systems Engineer
Eddie Bauer

04/2018 to 11/2018
Westmont, IL

- Administer, Manager, and Configure VMware 6.0 environment.
- Responsible for maintaining Citrix XenApp 7.14 farm.
- Assist with managing Office365 instance.
- Provide tier 4 escalation point for technical support requests from the service desk.
- Lead, mentor, and guide 2 junior engineers below me.
- Ensure the stability, integrity, and efficient operation of the in- house information systems that support core organizational functions.
- Provided subject matter expertise in project management and business process improvement.
- Integrated systems engineering process improvements that ensured timely distribution of contract deliverables.

Infrastructure Engineer
CareerBuilder

12/2016 to 4/2018
Chicago, IL

- Ensure sound delivery of technical services for new and existing users.
- Support hosted environment that delivers services to thousands of users across multiple countries.
- Provide a mixture of preventative support as well as integration activity around Windows Server environment, Citrix Xen App, VMware, Hyper-V and more.
- Deliver important patches and updates within the environment.
- Manage VDI templates to automation the creation of new virtual computers.
- Deploy software through SCCM to global users.
- Manage Group Policies and Active Directory users and groups.

**Server Administrator
Aurico Reports**

**10/2016 to 03/2017
Itasca, IL**

- Manage and monitor all installed systems and infrastructure.
- Install, configure, test, and maintain operating systems, application software and system management tools.
- Monitor and test application performance for potential bottlenecks, identify possible solutions, and work with developers to implement those fixes.
- Maintain security, backup, and redundancy strategies.
- Increase system efficiency and lower the human intervention time on any tasks.
- Participate in the design of information and operational support systems.
- Liaise with vendors and other IT personnel for problem resolution.

**IT Support Specialist
Aurico Reports**

**03/2014 to 10/2016
Arlington Heights, IL**

- Evaluate system potential by testing compatibility of new programs with existing programs.
- Evaluate expansions or enhancements by studying work load and capacity of computer system.
- Achieve computer system objectives by gathering pertinent data; identifying and evaluating options; recommending a course of action.
- Place software into production by loading software into computer; entering necessary commands.
- Place hardware into production by establishing connections; entering necessary commands.
- Maximizes use of hardware and software by training users; interpreting instructions; answering questions.
- Maintains system capability by testing computer components.
- Prepares reference for users by writing operating instructions.

Training/Certifications

Global Knowledge VMware Certified Professional 6.5 Training Schaumburg, Illinois	Cylance Cylance Certified Security Professional Chicago, Illinois	Gremlin Gremlin Certified Chaos Engineer Chicago, Illinois
Microsoft Microsoft Licensing Fundamentals Chicago, Illinois	Microsoft AZ-900 In Progress	Microsoft MS-900 In Progress