

# David G. Withers

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## SYSTEMS ADMINISTRATOR

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**David Withers** is a versatile IT Professional with more than 10 years of experience in the retail industry. Mr. Withers is an experienced Systems Administrator skilled in infrastructure design and implementation, Active Directory with Exchange environment administration, virtualization technologies, systems implementation, application support and end-user support. He has a proven track record for managing projects and implementing systems within budget and time frame. Mr. Withers is currently seeking a position that would allow him use his extensive technical background and experience to advance a company's IT initiatives.

Mr. Withers is proficient in an assortment of technologies: Active Directory, Exchange 2003/2007/2010, Hyper-V, XenServer, MSSQL, BackupExec, MySQL, SCOM, Openmanage, NAGIOS, RDP, Windows Server 2000/2003/2008 R2, Red Hat Enterprise, CentOS, SAN, VoIP, Microsoft IIS, Apache (complete list on request).

### **Skills include:**

- Hyper-V/SCVMM
- VPN Implementations
- Data Security, Backup & Recovery
- MSSQL and MySQL Tuning and Admin
- Dell PowerEdge hardware
- Retail Point-Of-Sale technologies
- Cisco/HP router management
- NetAPP Storage administration
- Cellular Router technologies
- IBM eServer and xSeries hardware

## EXPERIENCE

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Books-A-Million, Nashville, TN

1/31/2002- Present

### **Systems Administrator**

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Manages and supports WAN, LAN, and WLAN network infrastructure for three corporate offices, one warehouse, two datacenters, 226 retail store locations, and remote on-demand offices. Experienced in all Windows Server OS Products, VPN, Microsoft Exchange 5.5 through Exchange 2010, Sharepoint technology, Hyper-V infrastructure, EDI, HA MSSQL, Symantec Backup Exec, multiple Linux and BSD flavors. Familiar with Cisco, Adtran, ProCurve, Netgear, Aruba routers, switches, and AP's. Acts as Project and Deployment Manager on implementations related to IT infrastructure for all corporate applications, servers and networks. Responsible for the implementation of network, software and hardware technology to all new and existing retail locations. Responsible for providing top tier support for IT issues to include analysis, resolution management, and education to end-users.

### **Projects include:**

- Implemented an iSCSI SAN and Hyper-V environment that allowed the migration of over 200 physical servers to virtual guests, greatly decreasing the overall datacenter footprint and power consumption.
- Converted 226 Retail Store locations Windows NT Infrastructure to modern Windows Active Directory environment, granting far greater granular control over policing and securing remote network sites.
- Deployed SCOM 2007 R2 to the present environment, using automated recovery tasks as well as informational alerting, the ability to respond to critical alerts efficiently has greatly increased.
- Planned and facilitated datacenter move from D.C to Nashville, TN, with zero downtime on any production applications.
- Developed, tested, and implemented the new small footprint BAM Express Retail Platform. Included taking the current 15-20,000 sqft retail store platform and shrinking the technology footprint to a 5-7,000 sqft location with no loss in Point-of-Sale, reporting, or Customer Service functionality.

- Implemented remote 'on-demand' offices and retail location capability using Cellular Router 3g/4g technologies. This allowed off-site events, meetings and Loss Prevention operations the ability to have real-time sales reporting, VPN, meetings, surveillance available in almost any location when required with out of box functionality.

Books-A-Million, Birmingham, AL

11/16/2000 - 1/31/2002

**Tier 1 Help Desk Technician**

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Tier 1 Support for all Retail Store locations. Initial contact for all store network, software, hardware, intranet issues. Diagnosed network, server and Point-Of-Sale register system problems, referred to second tier support, if necessary, after initial troubleshooting and diagnosis of issue. Inventory Management for all replacement equipment sent to store locations. Point of contact for managers at store locations in regards to technology initiatives at their respective stores. Maintained an always helpful and friendly relationship with all end-users while troubleshooting and resolving issues.

***Key projects:***

- Tested new software pilots, hardware changes, directive changes to technology to assess potential impact on training with store personnel.