**Patrick James Burwell****Patrick.Burwell@Infosys.com**

[**www.Infosys.com**](http://www.Infosys.com)

570-620-7586

**SUMMARY**

Experienced Infrastructure Analyst, Track lead, Systems Engineer, Infrastructure Administrator, Systems Analyst, Virtualization Engineer and Networking support engineer (switches, routers, firewalls, vpn, etc.). As a former VP of Technology for 4 years, and Help Desk Manager, and as a Technical lead, PM and VP, I have managed projects and people under various roles and responsibilities, all while continuing to work as a Senior Systems Engineer.

I recently automated stabilization PowerShell scripts for a cell phone corporation’s wireless fiber field service engineering applications, authoring over 300 administration scripts, deploying scheduled task automation, to resolve application start failures and Microsoft Windows server monitoring gaps, while supporting the migration to newer Microsoft operating systems, moving to new data centers and upgrading to the next supported application version.

I have *extensive* experience in installing and maintaining Microsoft Windows Servers, both in Active Directory Enterprise environments, and secured peer environments, both globally and locally, in virtual and physical networks. I have patched Microsoft Windows Server, and Office environments, with WSUS, SUS, AD Group Policy, SCCM deploys, and manually updated with KB downloads. I have maintained Microsoft Windows Server 2016, 2012R2, 2008R2, and 2003SP2, have worked on Microsoft products all the way back from DOS 5.0 to PowerShell 5.1 (version 7 and Azure CLI) and SCCM 2012, and have engineered, configured, and migrated, production, development, and test/QA, systems to work in isolated, secured, virtualized VMWare environments. I have worked in Global active SSO and MFA networks, forests, domains and sites. I have vetted and written per position procedural documentation, as well as producing Standardized Operating Procedures (SOPS) for multiple clients, training new employees, with vendor support, in the new procedures I wrote, *and* trained on the hardware. I have executed GxP and non-GxP controlled changes, utilizing release management processes, and change control procedures in corporate venues.

*My experience is extensive and varied, give me a call and let’s see how I can help you.*

**INDUSTRIES**

Cell Phone Network Service Providers, DOD Contractors, Financial Services, Hospitals, Pharmaceutical Manufacturers, Biotech Research, Utilities, Transportation, Wholesale Distribution, Banking and Mortgage Companies, High Tech Electronics Manufacturing, Software Companies, Technical Service Companies, Debt Collectors, Out-Sourced Call Centers, Managed Service contractors, Public and Private Education providers, etc.

**TECHNICAL SKILLS**

Hardware HPE, Dell, VMWARE, EMC, IBM, Cisco, DDN, HDS (Hitachi), FortiGate, etc.

Software Microsoft (Server 2019, 2016, 2012R2, 2008R2, 2003SP2, Active Directory, PowerShell 5-7, Hyper-V), Splunk 6x, Autosys 11x, HP ALM 11x, RedHat/RHES, CentOS 7x, etc.

Protocols/Standards TCIP (IPv4, IPv6), CIFS, NFS, FC, iSCSi, SFX, SFTP, FTP, SSH, etc.

FOCUS: Microsoft Windows Server 2016, 2012R2, 2008R2, 2003SP2, HPE (HPOE and Blade), VMWare (to 6.0), VMWare PowerCli, Azure Cloud, Active Directory (for WAN and LAN), Microsoft Windows Server Administration, Disaster Recovery Planning and Implementation, UNIX (AIX), RedHat, CentOS, SuSE and Ubuntu Linux, Thin Clients/Thin Apps, some HP-UX, IT Security Auditing (PCI, HIPAA), Infrastructure Planning and Migrations; DNS, NAS, SAN, Exchange 2010, 2013, Office 365, PowerShell Administration Scripting, Service Now, Autosys 11, Splunk 6, AutoIT, etc.

**PROFESSIONAL EXPERIENCE**

**InfoSys.com, Ltd -** April 25, 2019 – Present

Clients Onsite/Remote - USNE, Pennsylvania, USA

Infrastructure analyst, senior team lead, senior systems engineer - Most recently succeeded migrating and upgrading 700+ Verizon Wireless VMware Windows Server Operating Systems, running on VMware 6, to Microsoft Server 2016 OS, while managing 3GIS ([www.ESRI.com](http://www.ESRI.com)) application code changes as the Windows Administrator by stabilizing the application and monitoring services, through automation with PowerShell scripting (version 5.1). Prior engagement was to inventory an extremely disparate DOD contractor network (Circor International), where security prevented any standard practices to work; Provided the migration data for presentation of the transition recommended scenarios for Private/Hybrid cloud solutions. Also conducted the technical support operations for other Infosys Limited clients, from both remote and onsite, in and from multiple locations (Burlington, MA; Malvern, PA; Clarks Summit, PA; Secaucus, NJ, Sydney, Australia, etc.) to support multiple initiatives, like this most recent Circor International consolidation project. I have provided Senior Infrastructure analysis and support to Circor Intl for their consolidation of multiple companies recently purchased and I have provided onsite connectivity troubleshooting support for Verizon Wireless. I have supported remote networking teams, like in Australia and at sites in New Jersey. I have provided track and technical lead support for the transition and training of Infosys employees into the Vanguard Mainframe, and Unix, teams during the Vanguard-Infosys transition of the Vanguard retirement business to Infosys. I have supported the offshore assessment, and developments teams, for all technical aspects of the AppDNA evaluation of the MetLife transitioning executables, and application source folders, for migrating web applications, all during the 2016 operating system and dependency compatibility upgrades. I also provided technical support to MetLife for the Sybase 16 upgrade of the client proprietary in-house claims applications, running on Citrix and VDI/VMWare systems, Microsoft and Citrix Servers (and desktops). I have provided support to MetLife for the Microsoft Windows Server 2003/2008R2/2012R2 physical and virtual transitions to the VMWARE and Citrix Microsoft Windows Server 2016/2012R2 operating system platforms, and assessment support for the client 2008 End – of – Life migration of approximately 170 applications, from both physical and virtual systems to all virtual and cloud resources. I also have worked directly with the MetLife SCCM team to ensure application upgrade and new install functionality for their application packages, providing assistance in the analysis and troubleshooting of the Unix and Mainframe connectivity, during all of these simultaneous migrations.

**Lockheed-Martin** /Cisco, Inc./Burwell.tech **-** Feb 2019 – April 2019

Client: Lockheed-Martin and ProtechsITSolutions.com ([www.Burwell.tech](http://www.Burwell.tech) – *self-employed W2 contract*)

Valley Forge (King of Prussia), PA

System Engineer, Infrastructure Engineer
Sub-Contractor on-call, onsite at Valley Forge, PA (King of Prussia, PA) data center, analyzing, installing and upgrading Ethernet, 100 Gb Backbone, and 40-100 Gb fiber server connectivity and requirements; Provided an assessment to the client that identified the $150K (USD) shortfall in their initial installation plan from Cisco; Performed the Gb ethernet and FC 100 Gb Backbone upgrade/install, and installed the 40-100 Gb fiber server connectivity, after Cisco repurchased the inventory

**FISERV** / www.CGCSInc.net **–** Dec 10 2018 – Jan 30 2019

300 Kimball Dr., Parsippany, NJ 07054, (973) 294-0474

Sub-Contractor on-call – PA, NJ and NY City – Infrastructure and application migration analysis, assessment, migrations, and data center installations and upgrades for GlobalPointInc.com
FISVJP00016502 – Systems Analyst IV - Card Services Department/DMS, Infrastructure Department

Supporting Microsoft Windows Server 2012R2 Financial Services operating systems running in VMWare 5.1 + 6.0

Evaluated and reported on the Active Directory environment, systems, MFA security issues, and accessibility, for modernization upgrades, automation options and operational changes

Performed troubleshooting on existing automation issues (AutoSys 11(CA Workspace), Splunk (ITSI), PowerShell 5)

Worked with Card Services PM to define new script automation requirements, identify security solutions (single sign-on, etc.) and provided remedies

Documented and tracked all resolutions for Service Now Knowledge Base and OneNote SharePoint synchronization/KT

**Saint Luke’s University Hospital Network** /Mondo.com **-** Jun 18 2018 – Oct 5 2018

Allentown, PA
570-645-8113

IAM Technical Analyst 1

Manage / supported IT integration from organizational changes (user adds and changes, security group adds, MFA and Single Sign-on setups and changes)

The IT Infrastructure point of contact for all access requests (like vendor VPN access requests, drive share access adds, etc.)

Worked with Infrastructure PM, Identity Teams, and Business Users to define request requirements, prioritize requests and identify security/SOX risks

Documented and tracked all approved requests

Worked with IT teams (Identity, Security, Networking, Applications, etc.) to execute approved requests

Worked with IT infrastructure PM to prepare accounts for clean-up and migration

**Invagen.com, Cipla.com, ICLInc.net** /GlobalPointInc.com **-** Sep 2017 – May 2018

550 South Research Pl, Central Islip, 11722, NY, (631) 231-3233

Systems Engineer, Team Lead

Conducted 2008R2 and 2003 Microsoft Active Directory Engineering tasks imaging and hardening 2016, 2012, 2008 servers

Maintained Microsoft Server 2016 (core plus GUI), 2012R2 and 2008R2 Enterprise, Standard, and Evaluation versions on physical, XEN, Hyper-V and VMWare servers (managed snaps with PowerCli and p2v with vCenter)

Installed and maintained Microsoft Server 2016, 2012R2 and 2008R2 File and Print Servers, Active Directory full trust forests and domains (2003-India- and 2008R2-USA- domain.local Active Directory and forest levels), Repaired, Installed and maintained all Domain Controllers (Primary, BDC and RODC), Moved FSMO roles and performed DC replication troubleshooting.

Architected, Installed, set parameters (like what reboots and what does not reboot), and deployed Microsoft Servers, workstations and Office product patches across the entire Active Directory Forest for all computer objects, and domain controllers I installed, utilizing Windows Server Update Services - WSUS (in both the physical and virtual environments after I deployed the services) and direct downloads (KBs).

Installed and maintained Empower (FR2 and FR3) servers for Pharmaceutical manufacturing data recording for FDA and DEA compliance Repaired and reinstalled Citrix XEN 6.5 and 7.5 servers lost during multiple Ransom-Ware attacks (.io attacks mainly). Encouraged client to install validated Antivirus in the network

Recovered data from incorrectly installed payroll server, reinstalled and maintained the virtualized server (VMWare 6), working with the vendor to migrate the payroll data to ensure the payroll department could access the payroll application and database more securely than before, so the US division payroll of Invagen.com would be more consistent

I also worked with the client building engineer team to get all the new ethernet ADP payroll clocks installed and verified (Validated the payroll system with the payroll company ADP.com)

Installed and maintained the FortiGate firewalls at all three locations (profiles, user access, RDP tunnels, etc.).

Installed new 2016 Hyper-V servers, software and components (like international sftp connectivity)

Managed GPO hardened Windows 10 and 7 SP1 Laboratory Desktops and Lenovo laptops for over 400 users. Assisted in vetting OS hardening process utilizing SCCM 2010

Provided QA and QC IT technical support, and training

Maintained Bosch KKE 3800 MFG manufacturing systems and other Pharma Lab equipment

(HPLC systems, PerkinElmer, Malvern, etc.)

Managed and repaired Dell SonicWALL Network Security Appliances and FortiGate 300D firewalls, VPN and SSH security access, NATs (static IPs), Security profiles, Service and Network Objects, as one of the security engineers

**Pfizer Inc.** /Axelon.com **-** Oct 2015 – Dec 2016

Peapack, NJ

System Engineer, VMWare Engineer, HP ALM 11 validating analyst

Decommissioned Microsoft Windows computer application hardware (both physical and virtual) to VMware Windows systems (Windows XP, 7, 10, 2003, 2008, 2012, Server) using VCenter, to facilitate the archiving, viewing and presenting of human readable GMP (GxP) data

Determined how to configure the migrated production systems (Windows XP, 7, 10, 2003, 2008, 2012, Server) to work in an isolated virtual peer to peer (NO Active Directory, NO Microsoft Patching) environment (VMWare 4.1, 5.5) SuSE (SLES 9.x-11.x), RHEL5, RHES 4-6.x servers, Microsoft Windows Servers – ALL versions) (managed snaps with PowerCli)

Vetted and documented all procedures, personally wrote standardized SOPs and stepped HP ALM 11 procedures as the decommissioning department technical writer

Utilized Quest tools for AD analysis for internal DECOMM resolution determination

Executed GxP and non-GxP changes, utilizing release management processes and change control

**Community Health Services** /Mondo.com **-** Aug 2015 – Sep 2015

Sharon Regional Hospital, Sharon, PA

Server Engineer, Medical device testing and setup

(Qwest ARS) On-site Active Directory workstation object, and printer container group support, for the client CHS, in their ongoing integration and corporate integration of newly acquired Hospitals to the CHS corporate network standard (family emergency ended contract – \*see note at bottom of resume)

**DSTHealthSolutions.com** /Dell Professional Services (**DPS**) **- J**un 2015 – Aug 2015

Harrisburg, PA **DPS** Server Engineer providing on-call, on-site and remote support, for the client of DPS, www.DSTHealthSolutions.com, for the summation of their 2008R2 migration from 2003 hardware to VMWare 5.1 hosted 2008R2 x64 operating systems. Installed CGS application (a newer version of Documentum) on 2008R2 virtual servers and configured for their environment

**Buckeye Pipeline** /ANAControls.com **-** Sep 2014 – Oct 2014

Breinigsville, PA
Windows System Admin, Infrastructure Specialist

Windows System Admin and Infrastructure specialist at a **Petroleum Provisioning Company** for SCADA 7.4,7.7 upgrade of Microsoft Windows 2008 systems to the new Microsoft Windows 2012 systems

Quickly built 22 Microsoft Windows 2008R2 servers on HP DL380 GEN8 hardware, for Remote backup site use, and 6 read only Microsoft 2012 Active Directory Domain Controllers as Nano servers on HPE Micro hardware.

Developed and created a commandline menu, bootbable PXE, ImageX (ADK) Disaster Recovery USB 3.0 thumb drive, for the NANO RO Domain Controller rebuilds offsite, with shimmed Nano HPE micro drivers.

**PPL** /Experis-Manpower **-** May 2014 – Jun 2014

Contracted to remotely administer and provide escalation for the utility systems running Windows 2000-2008 Server Engineer, Linux RedHat (RHES) 5.3-6.2, and HPUX 11.x

Provided root cause analysis and troubleshooting resolutions.

Successfully completed the Nuclear Power Security Certification (NERC 2025)

**Merck /**HCL Americas **-** Jul 2012 – May 2014

770 Sumneytown Pike, West Point, PA 19486

UNIX, Linux, Windows Systems Admin, Infrastructure Specialist

AIX Unix, Linux Redhat, Microsoft Windows Server systems admin and Infrastructure specialist supporting Microsoft Windows 2000-2008, Linux RedHat 5.3-6.3, SuSE (SLES 9-12), AiX 5.3 to 6.2 running TSM (Tivoli Backup) versions 5.3 to 6.2, in the West Point and North Wales, PA Merck High Performance operations centers to support the Merck R&D Scientists in their research. Maintained the entire data center, both physically and virtually (switches, routers, firewalls, racks, storage, server, tape drives, wiring, and all related peripherals, and utilized corporate online Quest AD interface for forest and domain account management and troubleshooting.

**Blue Cross of NE PA** /Mondo.com **-** Oct 2011 – Dec 2011

Wilkes-Barre, PA
Analyst – Network

IT systems admin staff augmentation for infrastructure move and integration of 90 Windows and Linux servers from Wilkes-Barre to Harrisburg, PA

Performed IP changes, app and server upgrades, and Tivoli Storage Manager (TSM backup) 5.x-6.2.x client installations, with configurations for Windows, Linux (CentOS 5.x and RedHat 6.x) and AIX (i5) systems.

**Honda R&D (Honda Americas)** /NEC /SmartSourceInc.com **-** Jul 2011 – Oct 2011

Raymond, OH

HP Blade Specialist

Managed Services staff augmentation/verification completion for www.SmartSource-Inc.com and NEC, of the client’s Information Services Development team at Honda Americas in Raymond Ohio.

Responsible for monitoring, maintaining and (re)imaging 700 HP 460C Blades (high- and low-density models).
Developed, updated, vetted, and documented the business processes, and SOPs, for the HP 460c Blade (c7000 enclosure) Admin position for Honda to facilitate hand-off to contracted NEC local hire after 90 days.

Also conducted Tier 3 escalations as the systems engineer on-call for the client's Help Desk for the duration of this contract.

**IQor Inc. -** Feb 2007 – Mar 2011

Parsippany, NJ
Senior Infrastructure and System Engineer, ***VP of Technology***

Server imaging and virtualization engineer, working both locally and remotely, utilizing Altiris, Ghost and ISO boot imaging, PXE DHCP installations, passive ftp pushed hosting configurations (tftp), and VMWare builds of Microsoft Windows, Linux and Citrix systems (No P2V - all cloned or clean ISO builds).

Developed, deployed, and maintained maintenance tasks across the forest for all servers (reboot schedules, defrag tasks, SUS updates). Infrastructure engineer (data center) project support, installing physical, and VMWare (4.1) guest, Microsoft (Windows Servers and Workstations), VMWare (ESX), Linux (CentOS) servers, in multiple data center expansions - data migration projects (as well as on the 22 HP C7000 Generation 1 enclosures running multiple HP blade varieties).

Installed, and maintained McAfee ePolicy Orchestrator anti-virus servers, environment, policies, and templates, globally, as the *Senior Anti-Virus Security Engineer*.

Managed the entire data center of racks, and peripherals for 4 years, including rack hardware, power, and cooling.

**EDUCATION and TRAINING**

Microsoft Windows 2019, 2016, 2012R2 Installations, analysis, administration and maintenance, Azure Cloud Virtual Server and Account Management, Active Directory 2016, Amazon Web Services (AWS) SysOps Associate Training, SCCM step 1807 at [www.Udemy.com](http://www.Udemy.com) (self-paid online training)

Advanced Linux Server Certificate, 2000 Major- Advanced Linux, SCCC (Sussex County Community College), Community

Certified Electronics Tech, March 1996
Dover Business College, Dover, NJ, USA - Associates Degree Awarded, Major- Electronics, Minor- Network Systems Administration, Server Maintenance, PC Repair, AC/DC Circuitry - GPA- 3.7 out of 4.0
Honors- Cum Laude

Engineering Math I-III, Central Piedmont Community College, Charlotte, NC, 1993

US Army ATC School, October 1981, US Army Tower Operator

Enterprise High School Diploma, May 1980

\* All gaps in employment are from lack of work or deliberate time with family due to medical issues because of having handicapped family