Robert King

Solutions Architect

615.982.4360 📞

Robert@RobertKingIT.com ✉

1209 Pine St, APT 500 Nashville, TN 37203 🏠

Skills

Cloud

Azure (Currently scheduling AZ-303 and AZ-304)
Office 365
Autopilot/Intune
Multi-cloud HA
AWS (EC2)

General Infrastructure

Networking - Azure, Cisco, Meraki, Fortinet, HP, Dell, Palo Alto, Citrix
Storage - Azure, EMC, Netapp, Pure, HP, Dell, WD/Tegile, IBM, vSAN
Hypervisors - VMware (ESX 5.0-7.0u2), HyperV, Acropolis, Xen
VDI Solutions - Azure, VMware Horizon, Citrix
SQL Server - 2008-2019, Azure SQL (DB, Managed Instance, IaaS Agent)
Exchange - 2007-2019/365
Compute - Standard, Converged, Hyperconverged
Sharepoint - 2010-2019/365
Active Directory and Azure Active Directory
DNS - Internal/Internet

Security

Standards Implementation - HITRUST, PCI DSS, CIS
SIEMs - Azure Sentinel, Splunk, Cisco FirePower
Penetration Testing - Tenable, Metasploit, AlienVault
Azure CloudApp Security

Automation and Other

Reporting - PowerBI, SSRS
Scripting - Powershell, other object-oriented languages
Logic Apps

Operations and Organizational

Budgeting and Cost Analysis
Business Analysis and implementation of new processes

📁 Professional Experience

Systems Architect

VACO – Franklin, Tennessee 7/2017 to Present
- Infrastructure management/design
- Reporting
- Network refresh
- Deployment/Implementation of Sharepoint/Teams/Onedrive
- Windows Autopilot/Intune Design and Deployment
- Rebuild/optimize legacy systems and procedures
- Environmental Hardening

After converting to Vaco internal IT, I began the push into a cloud centric service model; this involved a migration to Azure/Office 365, IaaS, and several SaaS solutions.

Today, Vaco is a cloud company, and is on track to be serverless in the next 12 months; this all came at reduced OpEx, and the near elimination of CapEx.

Consultant

VACO – Franklin, Tennessee 7/2016 to Present
- Hybrid internal/external consultant
- Design/Implementation
- Business continuity solutions
- Virtualization/Storage/Networking/Operations
- Projects document available on request

I originally started with Vaco in a hybrid position, splitting my time between internal operations and project-based client contracts; in this role, I was able to grow my skillset, and remain current on emerging technologies.

Consultant

ROBERTKINGIT – Franklin, Tennessee 7/2015 to Present
- General IT Consulting
- Implementations
- Project Rescue
- Details available on Projects document

Private consulting was an incredible experience; it allowed me to become familiar with varied sets of systems and processes. My primary role was that of a delivery engineer, and tasks ranged from web development and storage optimization, to automation and disaster remediation.

📁Professional Experience - Continued

Systems Administrator
COGENTHMG – Brentwood, Tennessee 11/2012 to 7/2015
- Completed Physical and Logical move of two Datacenters
- Management of VMware ESXi hosts - hardware/software
- Storage management (EMC VNX/CX/Datadomain/Brocade Fiber Switches)
- Management of Avaya IPoffice (SIP and Digital)
- Manage site-to-site VPN connections with clients via Cisco ASA
- Monitor and manage Exchange environment
- Active Directory
- Powershell Scripting
- Citrix Administration
- Server deployment

I had the opportunity to move two datacenters, re-architect the backup environment, manage Citrix, maintain our VMware cluster, and many other systems. Cogent was pivotal in my development; I thoroughly enjoyed my time there.

Technical Support Specialist
COGENTHMG – Brentwood, Tennessee 8/2011 to 11/2012
- Created workstation images and package deployments
- Converted encryption platform from PGP and Wave to Bitlocker
- Solution based scripting for windows and Mac OS
- Management of Kace infrastructure
- Compliance validation of workstations

My duties at Cogent began with the creation of KB articles, and a revamp of the imaging process; once the toolsets were created and the deployments built, my work transitioned to more of a standard support role, until my move to Systems Administration.

IT Project Manager
CARRIER ENTERPRISE, LLC – Nashville, Tennessee 5/2011 to 8/2011
- Hired on a contractual basis to head the refresh of four hundred systems
- Asset tracking/Inventory management
- Scripting for installers and common functions
- Programming of Cisco switches

I was brought on at Carrier to create a new deployment location for a refresh of portable/desktop systems. After setting up a deployment station and establishing a work flow, I created a toolset to allow efficient, rapid personalization of systems.

Once the project was completed, I stayed on to assist in Cisco deployments, and creation of a network hardware inventory.

📁Professional Experience - Continued

○ Level 2 Technician

SPHERIS OPERATIONS, LLC – Franklin, Tennessee 4/2007 to 8/2010
- Troubleshooting/repair of hardware and software related issues
- Function as a third tier of support for help desk technicians
- Asset/inventory management through FoxPro/AMICS
- System management and imaging using Altiris Deployment
- Replacement of defective equipment in the field
- Refurbishment of returned, defective equipment

My role began as BPI and technical documentation, but, due to a reduction in force, quickly morphed to include imaging, package deployment, and logistics. By improving processes, we were imaging, customizing, and shipping approximately fifty systems a day, with a two-man team.

Through education of the Helpdesk staff, improved software deployments, and thorough quality checks, we were able to consistently set records on dispatch volume, and ticket counts.

○ DOC/XPS Technician

DELL – Nashville, Tennessee 8/2006 - 3/2007
- Advanced troubleshooting of software and hardware issues
- Hardware analysis and dispatch of replacement parts
- Supporting end users of retail systems
- 20-30 resolutions per day

Upon hire I was placed in Dell on Call; I was later moved to XPS support,

During my time at Dell I received formal training for malware removal, general troubleshooting, and Windows in the sum of over 400 hours. I received several accolades, both from customers,and the business.

○ Custom Computers

ELITE INC. – Various 6/2003 – 8/2005
- Computing solutions
- Custom design, and construction, of personal computers
- In-home repair
- Analysis/correction of virus, or user created conflicts

I started Elite Inc. as a hobby, and continued business through college. My primary clients were individuals contracting custom systems, or in-home repair. I worked with several businesses including the public Library, and a several small offices.

👤⏐References and Closing

◯ Professional References

Todd Lewey - https://www.linkedin.com/in/toddlewey
Ali Cable - https://www.linkedin.com/in/allison-cable-31227aa4
Terry Trapp - https://www.linkedin.com/in/terrytrapp
Corey Ross - https://www.linkedin.com/in/corey-ross-it
Bryan Haddock - https://www.linkedin.com/in/haddockbryan
David Allgood - https://www.linkedin.com/in/david-allgood-99957a10
Richard Demoret - https://www.linkedin.com/in/richard-demoret-910a533
Derrek Byrd - https://www.linkedin.com/in/derek-byrd
Derrek Chilson - https://www.linkedin.com/in/derrekchilson

If you would like additional references, or references of a specific category, please let me know.

◯ Consulting Project Details

It is a boring read, but I can provide details of projects completed during my time consulting, on request.