Stephen Ternes

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OBJECTIVE

My objectives are to obtain meaningful and challenging employment with a company that will take full advantage of my continual drive, determination, and skills. I am also looking to be a part of a dynamic hard working team that allows for advancement.

OVERVIEW OF QUALIFICATIONS

Nimsoft monitoring configuration / training / customization

Strong understanding of monitoring applications, methodologies, and best practices

Software Implementation, Troubleshooting, and Support

Excellent troubleshooting and technical support abilities.

Experienced Large-scale Enterprise Implementations and Deployments

Strong verbal and written communications skills.

Project Management, Coordination, Planning, and Monitoring.

Sound understanding of Active Directory, SQL, Vmware, SCCM, Exchange, Etc

EMPLOYMENT HISTORY

Aspire Technical Professionals,

Jacksonville, Florida

June 2013 – Current

Sr. Nimsoft Architect

Setup, configure, and administer monitoring (CA Nimsoft) and ticketing (CA Nimsoft Service Desk) systems.

Configure Nimsoft Monitoring software to match customer needs as outlined in pre-installation/consultation.

Create service desk work-flows, processes, and procedures based upon ITIL principles.

Train IT staff on proper use/configuration of Nimsoft Software in a classroom setting (NSAT 101,201,211).

Create custom scripting/coding (SQL, Lua, Ruby) and adjust default configurations to match customer needs.

Build and configure web-based portals and dashboards to report and show performance and functionality.

Conduct project kick-off meeting with customer and vendor to determine the project scope and map out expectations/requirements.

Perform analysis/audit, project scoping, and map client needs to specific custom installation and create SOW

General DataTech,

Dallas, Texas

May 2013 – March 2014

Managed Services - Sr Systems Engineer

Administer and Develop custom enterprise monitoring environments

Setup, configure, and administer monitoring, reporting, and ticketing systems and applications.

Create service desk work-flows, processes, and procedures based upon ITIL principles.

Create, define, and manage the ‘Customer on Boarding’ process/project.

Train Service Desk team on current processes, procedures, and product features/customizations

Create documentation, procedures, and design for the Managed Services Dept

Architect monitoring solutions, SOW and project plans for the Managed Services Dept

Define/productize service levels for the Managed Services products.

Review, implement and administer any and all monitoring and reporting tools for the Managed Services Dept

Manage and mentor ‘Monitoring Support & Tools’ Teams

Source Direct,

Dallas, Texas

August 2012 – May 2013

Sr Managed Services Engineer

Administer and Develop custom monitoring environments

Setup, configure, and administer monitoring, reporting, and ticketing systems.

Create service desk work-flows, processes, and procedures based upon ITIL principles.

Create, define, and manage the ‘Customer on Boarding’ process/project.

Demonstrate the RMM (Remote Monitoring and Meditation) solution to clients.

Train Service Desk and Sales team on current product features and customizations

Create sales presentations, slide decks, videos, marketing materials, and website content for the Managed Services Dept

Architect monitoring solutions, quote, and project plans for the Managed Services Dept

Define/productize service levels for the RMM product.

ITA International / IT Authorities,

Tampa, Florida

December 2010 – August 2012

Sr. Nimsoft Consultant / Vendor Integration Engineer

Configure Nimsoft Monitoring software to match customer needs as outlined in pre-installation/consultation.

Train IT staff on proper use/configuration of Nimsoft Software in a classroom setting (NSAT 101,201,211).

Create custom scripting/coding (SQL, Lua) and adjust default configurations to match customer needs.

Build and configure web-based portals and dashboards to report and show performance and functionality.

Attend and run pre-project kick-off meeting with customer and vendor to determine the project scope and map out expectations/requirements.

Perform pre-installation needs analysis/audit, project scoping, and map client needs to specific custom installation and create SOW

Extensive travel to customer site (80% travel, domestic and international, predominantly APAC Territory).

Obtain customer sign-off at project completion.

Information Systems Intelligence,

Grand Rapids, Michigan

September 2009– November 2010

Cisco Networking Manager/Architect

Development and design of solutions for clients.

Network design and project development.

Respond to large scale telecommunication and network RFP’s

Develop SMB Cisco UC Product line.

Development of project Bill of Materials (BoM), Statement of Work (SOW), Budget, Engineer assignment, and timeline.

Manage team of 20 engineers (level 1-4) from the project inception to project completion.

Responsible for all Cisco/Network related architecture/engineering

DataView IT,

Grand Rapids, Michigan

March 2008 – July 2009

Business Intelligence & Lead Development Engineer / Project Manager

Development and deployment of field deployable, wireless, mesh-network, IP video surveillance, system for use by Michigan Law Enforcement

Management of N-Able Managed Services offering, service desk, and development.

Management of technical staff

Development of project scope, budget, and timeline.

Manage and coordinate projects to ensure projects were completed on-time/budget.

Top tier technical resource

Great Lakes Computer Source,

Grand Rapids, Michigan

January 2007 – March 2008

Strategic Purchasing Analyst

Analyze current, and development of new sourcing strategies and vendor relationships, both domestically and internationally.

Creating and implementing new purchasing processes and procedures.

Analyze inventory run-rate (sales), reports and new developments in order to create and implement strategic purchasing plan

Responsible for forecasting IBM, Cisco, and HP product line component sales.

TSG Global Communications/Level3

Ellenton, Florida

November 2004 – December 2006

Telecommunications Account Manager

Cold-Call business level customer to persuade executives to consider TSG/Level3 as a vendor for their wholesale telecommunication/voice origination and termination needs.

Responsible for quotations, lead generation, negotiations, account establishment and management.

CERTIFICATIONS

Nimsoft Certified Administrator

Nimsoft Certified Engineer

Nimsoft Certified Instructor

Nimsoft Certified Service Desk Administrator

ITIL v.3

Cisco SMB Account Manager

Cisco SMB Solutions Engineer

Cisco Sales Essentials (CSE v4.0)

Cisco CCENT/CCNA

Cisco CMNA (Cisco Meraki Network Associate)

Six Sigma Foundations

Polycom VoIP Solution Sales

Polycom VoIP Pre-Sales Technical

Dell Associate Server v7.0

Dell Managed Deployment Technical Lead

Dell DMS Client Soft Skills

Dell Wireless Technology

Dell PowerEdge T Series Server

NETWORKING TECHNOLOGIES

Cisco Routers (800 -3600 series)

Cisco Catalyst Switch (1900 – 2900 series)

Cisco UC (320-560)

Cisco CMBE

IP/PBX (Cisco, Avaya, Epygi, Polycom, SNOM)

Ethernet, Fast Ethernet, Gig Ethernet, DSL, ISDN

Multiple Enterprise Level NAS and Storage Devices

Citrix Client and Servers

VMware

Cloud/Hosted Computing/Technologies

Windows Terminal Services

DHCP/ DNS/ WINS/ Etc

TFTP/ HTTP/ HTTPS

TCP/IP v4-6

SNMP, LAN/WAN, IPX/SPX, POP3, SMTP, FTP, Telnet, VPN, RIP, NAT

OPERATING SYSTEMS

Cisco IOS

Windows 9x – Windows 7 Enterprise Desktop Environments

Windows NT, 2000, 2003, 2008 2012 Server – Web, Standard, Enterprise Platforms

RedHat, Unix, Linux,

Mac OS.X

SOFTWARE

Nimsoft Monitor

Nimsoft Service Desk

BMC/Numara FootPrints

CA Spectrum

Solar Winds Suite

N-Able Suite

Kaseya

Microsoft SQL Server

Microsoft Exchange

Microsoft Active Directory

All Desktop - Enterprise Level Symantec Products

MS SharePoint

MS Project

MS Visio

Salesforce

Extensive Asterisk and VoIP IAX/SIP

PROGRAMMING LANGUAGES

Java

JQuery

Perl

PowerShell

Lua

VB/Visual Basic

SQL

Ruby

EDUCATION

Davenport University Grand Rapids, Michigan

Global Project Management / Computer Networking

Heal College Portland, Oregon

Computer Science and Technology