Michael Schenkel

Manager of Information Processing

CONTACT

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SUMMARY

15+ years experienced team leader, data center and end-user technology and IT infrastructure manager, expert in designing, implementing, and managing server, desktop, mobile and cloud networking, storage and virtualization platforms, policies, training, and life cycles.

TECHNICAL SKILLS

Active Directory, Group Policy, System Center, Exchange, DHCP, DNS, IIS, Windows Server & Desktop, SCCM, Azure AD, Office 365, SharePoint, SQL Server, Linux (Ubuntu, RedHat), Android, iOS, MacOS, AIX; TCP/IP, Ethernet, WiFi, Wireshark, splunk, FirePower, VPN, PaloAlto Networks, Email, VMWare vSphere, Horizon, WorkspaceOne, Cisco IOS, Apache, Antivirus, AntiSpam, Citrix, WhatsUP, EMC Avamar, Xtremio, Unity, OpenProject, Webmin/Virtualmin, WordPress, PHP/MySQL

CERTIFICATIONS

- **CompTIA A+ (COMP10628040)**
- **CompTIA Net+ (COMP10628040)**
- **Microsoft Certified Sys Engineer (B059-0804)**

PROFESSIONAL EXPERIENCE

Division of Information & Support Services   Jan '02 - Present
County of Erie, New York   Buffalo, US

The Division of Information & Support Services supports 25+ departments, 30+ WAN sites, data centers in three geographical locations, and over 4,000 government employees

Manager of Information Processing (Jan'14 - Present)

Budgeting and Staffing
- Interviewed candidates for openings in the division
- Worked with union reps in progressive discipline and grievance processes
- Researched and prepared operating, capital budgets for IT infrastructure

Operations Management
- Automated facility, services, and **network alerting** for the entire organization
- Managed team implementation of **log aggregation, auditing, and reporting** platforms
- Achieved budget-neutral **performance improvements of 1000%** in shared storage through multiple, strategic **storage platform upgrades**
- Maintained **licensing compliance,** support contracts and **enterprise agreements** for Microsoft, Dell/EMC, Vmware and other **vendor relationships**

Disaster Recovery
- Supervised implementation of **array-based site-to-site replication** for all servers
- Validated full offsite replication of backup-to-disk to **geographically distinct secondary data center**
- Managed **data retention and archival technologies** in support of FOIL processes

Project and Policy Management
- Provisioned and utilized platforms for cross team collaboration, **project management and communication**
- Maintained internal **policy and procedure** site for the division

VoIP, Mobile, and Remote Workforce
- Managed **migration of telephony services to VoIP**
- Implemented **mobile device management**, with VoIP integration and VPN, enabling unprecedented capabilities for field workers and call center personnel
- Delivered **"work from home"** capabilities as part of **COVID-19 response**, receiving public accolades from elected officials

Assistant Enterprise Storage Manager (Apr '09 - Dec '13)

Team Leadership
- As team leader for IT Infrastructure team, provided **performance evaluations and work assignments**
- Used **mentoring and consensus building** approach to successfully complete complex multi-year projects

Server and Desktop Virtualization
- Led and implemented VMWare View/Horizon, hosting **2,500 virtual desktops**
- Designed deployment of Linux-based thin-client OS using existing PC hardware **saving $1.5 million** in desktop replacement costs
- Led early server virtualization push, **saving over $500k per year** in hardware costs
- **Increased speed** of server provisioning, with improved **resilience and scalability**

Facilities Upgrade
- Major leadership role in **zero-down-time primary data center facility upgrade**, including fire suppression, electrical power, cooling, asbestos abatement, rack standardization and facility monitoring
- Utilized fabric extender technology to reduce top-of-rack switching complexity, **improving performance and support**

Database administration
- Achieved cost savings of over $100k annually through virtualization and per-core licensing of SQL Server
- Trained and led **SQL Server** database support staff across functional areas

- **Voter Registration Volunteer with League of Women Voters Buffalo Niagara** (2019, 2020)
- **Songwriting workshops leader at Buffalo Public Library** (2020)
- **Eagle Scout** Award (1991)
- **Mountain Dulcimer Lutherie at ReUse Action** (2016 - 2020)

Senior Technical Support Services Specialist (May '02 - Mar '09)

Network Security
- Consolidated multiple NT domains and NetWare trees into **Active Directory** forest
- Participated in **annual security controls audits** and authored responses to auditors
- Implemented WSUS system for **Windows Updates**
- Consolidated **antivirus and antispam** software platforms

Configuration Management
- Delivered GUI based logon scripting engine, allowing multiple admins to collaborate on logon **configuration management across departments**
- Migrated 1,250 PCs from Novell ZenWorks to Microsoft SMS for **software and configuration management**
- Consolidated file services across departments, permitting efficiencies of scale for **backup/recovery** of files

Server Software Installations
- Consolidated **3,000+ email users** into **Microsoft Exchange**, enabling organization-wide **calendar and address book**
- Standardized **Microsoft Office installs and configuration**, improving support, satisfaction, and productivity
- Upgraded standalone servers to **clustered, SAN-attached**

Technical Support Services Specialist (Jan '02 - Apr '02)

Troubleshooting, Problem and Incident Resolution
- Direct **end-user support for 2,500+ PCs** and peripherals
- Improved team support capabilities through contributions to in-house online **support knowledge-base**

Desktop Systems Support
- Scripted configuration of print servers, **saving thousands of hours & avoiding costs**
- Reduced troubleshooting workload by developing **standard configurations** based on employee needs

Assistant Manager of Management Information Systems   Mar '98 – Dec '01

Harold C. Brown & Co., Inc.   Buffalo, US

Network, telecom, server and desktop support for brokerage firm supporting 40+ stock brokers, financial planners, and administrative staff

Financial services 24 x 7 technical support
- Installed, supported, and maintained Windows 95/NT, Unix (AIX) operating systems, routers, switches, hubs, data & voice circuits, **local and wide area network** hardware, and firewalls
- Evaluated, authored custom scripting for system automation, **database management**, and system maintenance.
- Implemented and designed **SQL and MS Access** databases.
- Supported **all software** applications, public website, Intranet, email, regulatory compliance systems, and remote access.
- Coordinated with **senior-level stakeholders** to identify technology needs and to optimize the use of IT resources & tools
- Monitored systems, **networks, databases** and applications

Technical Specialist Trainer   Aug '96 – Dec '97

Softbank Services Group   New York, NY

Lead technical trainer for Corel WordPerfect Office Technical Support Unit

Lead Trainer & Call Center
- Technician training and certification logistics, development, and delivery
- Provided official call center based technical support for North American Corel WordPerfect customers.

EDUCATION

B.A. Biology / Chemistry   Sep '92 – Jun '96

Earlham College   Richmond, 47374

Earlham emphasizes: pursuit of truth, wherever that pursuit leads; lack of coercion, letting the evidence lead that search; respect for the consciences of others; openness to new truth and therefore the willingness to search; veracity, rigorous integrity in dealing with the facts; application of what is known to improving our world.

GPA: 3.4/4.0

Student Activities Board, Lesbian Bisexual and Gay People's Union, WECI Radio