



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.

CERTIFICATIONS

- CISSP (provisional April 2021)
- Microsoft Certified Sys Engineer (B059-0804)
- CompTIA A+ (COMP10628040)
- CompTIA Net+ (COMP10628040)

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

PROFESSIONAL EXPERIENCE

Division of Information & Support Services

Jan '02 - Present

County of Erie, New York

Buffalo, NY

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
- 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 10x 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

COMMUNITY INVOLVEMENT

- Voter Registration Volunteer with [League of Women Voters Buffalo Niagara](#) (2019, 2020)
- Songwriting workshops leader at [Buffalo Public Library](#) (2020)
- [Eagle Scout](#) Award (1991)
- [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 antispyware** 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, NY

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

Buffalo, 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, IN

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, WECL Radio