

# Michael Schenkel

[michael.schenkel@gmail.com](mailto:michael.schenkel@gmail.com)

Buffalo, New York (USA)

Manager of Information Processing



*Experienced team leader (20+ years), data center, cybersecurity, 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.*

## PROFESSIONAL EXPERIENCE

County of Erie, New York - Division of Info & Support Services

Buffalo, NY (USA) | Jan '02 – Present

*The Division of Information & Support Services supports over 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
- Participated (as manager) in progressive discipline and grievance processes
- Researched and prepared annual operating and capital budget for IT infrastructure projects for entire organization

#### OPERATIONS MANAGEMENT

- Automated facility, services, and network alerting for the entire organization
- Managed implementation of log aggregation, auditing, and reporting
- 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
- 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 and call center
- 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 environment to host 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

- 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

### 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 admins to collaborate 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

Harold C. Brown & Co., Inc. - Assistant Manager of Management Information Systems

Buffalo, NY (USA) | Mar '98 – Dec '01

*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
- 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

Softbank Services Group - Technical Specialist Trainer

Buffalo, NY (USA) | Aug '96 – Dec '97

*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

Earlham College

B.A. Biology / Chemistry, GPA 3.4 / 4.0

Richmond, IN (USA) | Sep '92 – Jun '96

*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.*

## 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)

## CERTIFICATIONS

- (ISC)2 CISSP (872487)
- Microsoft Certified Sys Engineer (B059-0804)
- CompTIA A+ (COMP10628040)
- CompTIA Net+ (COMP10628040)