



BROOKS B. SHUMATE

STRENGTHS

Innovation - Strategic Planning -
Systems Integration -
Organization - Analysis -
Problem Solving - Critical
Thinking - Decision Making -
Financial Projections - Team
Building

SKILLS

Smart Phones, Tablets, Dell
Desktops and Laptops, Cisco
Appliances, Microsoft Windows
O/S, Project, Visio, Office
(Outlook, Access, Word, Excel &
PowerPoint), Google Apps,
Adobe Suite, IEEE 802.11, DHCP,
TCP, IPv4, IPv6, Symantec,
McAfee, Systems Analysis &
Design, Business Process
Reengineering, SDLC, OSI
Model, ITIL, Object-Oriented
and Parallel Programming
Concepts.

PROFESSIONAL PROFILE

Over 25 year visionary and goal-oriented Senior Executive with proven experience delivering cutting edge solutions. Dynamic background with strong leadership, team-building, project management and hands-on technical ability.

Subject Matter Expert in the following areas

OPERATIONS: Help Desk Engineer, Management Information Services, IT Strategy Consultant, Logistics

NETWORKING: Hardware Infrastructure, Systems Integration, Security Analyst, Disaster Recovery

DEVELOPMENT: Software Application Programs, Ecommerce, Business Architecture, Web Design

TRAINING: Seminars, Distance Education, Information Delivery Systems, Instructional Design

EDUCATION

MBA IN MANAGEMENT INFORMATION SYSTEMS

Johns Hopkins University

BS IN BUSINESS ADMINISTRATION - MARKETING

Towson University

ACCOMPLISHMENTS

IT CONSULTING - Independent Contractor

TEACHING - Professor

BANKING - Stock Broker

CUSTOMER SERVICE - Client Relationships



BSHUMATE@ITEXPANSION.COM



[TWITTER.COM/ITEXPANSION](https://twitter.com/ITEXPANSION)



410.458.6600



[LINKEDIN.COM/IN/ITEXPANSION](https://www.linkedin.com/in/ITEXPANSION)

AREAS OF EXPERTISE

ENGINEERING

- Configured email accounts, aliases and filters using webmail, Microsoft Outlook and Outlook Express for small and large organizations. Established support tools through mobile devices including mobile phones or Pocket PCs and Smartphones. Synchronized Inbox, Calendar, Contacts and Tasks lists. Setup domain (DNS) and hosting accounts using Network Solutions & ICANN.
- Design, implementation, and support of Configuration Manager Infrastructure server, distribution point, database and client components. Automation/deployment/support of OS, patch management, and software distribution using Windows scripting environments (PowerShell, VBScript, etc.)
- Demonstrated understanding of multi-site concepts/architecture for storage, network, and hypervisor technologies. Performs technical planning, system integration, verification and validation, cost and risk, and supportability and effectiveness analyses for total systems. Analyses are performed at all levels of total system product to include: hardware/software, concept, design, fabrication, test, installation, operation, maintenance and disposal.
- Performed duties such as site surveys, system evaluation, system analysis, architecture, and infrastructure assessment. Ensures the logical and systematic conversion of customer or product requirements in total systems solutions that acknowledge technical, schedule, and cost constraints.
- Provided superior technical support for critical systems during relocation of over 5,000 users; refreshed PCs (replaced old machines) while consistently providing transparent exchanges with little or no downtime with high customer satisfaction; installed software, hardware, patches and resolved related problems; resolved and thoroughly documented customer issues in enterprise management solution; learned procedures quickly and provided high customer service to users.
- Assembled workstation objects in Active Directory and resolved domains following standard operating procedures and agency naming conventions; cleared network connectivity drops (resetting security ports); worked with SMS Mngt Console troubleshooting user workstations remotely; configured handheld devices such as Blackberry's and Treo's; tested VPN connections, 802.11 wireless networks and Verizon/Sprint air cards.
- Performed desktop imaging using Symantec Ghost software on an independent network; installed software and provided troubleshooting assistance to hundreds of software application packages; troubleshooted and repair a variety of office printers both networked and local; mastered Outlook configuration including data files (*.pst) and settings.
- Worked with high profile users who had access to Sensitive Compartmentive Information (SCI), including Director of Security and the Office of Intelligence & Security; deployed Mobile Computer Security (MCS) in response to Sensitive Personally Identifiable Information (SPII) mandating that all laptops use data encryption to protect sensitive and personally identifiable information.
- Network engineer resolving and thoroughly documenting customer issues in enterprise management solution. Assembled workstation objects in Active Directory and resolved domains following standard operating procedures and agency naming conventions. Worked with SMS Mngt Console troubleshooting user workstations remotely

TEAMWORK

- Solid understanding of a 24x7 high availability mission-critical server infrastructure; ability to create and manage operational processes and procedures and familiar with building scalable technology solutions.
- Over 10 years professional experience with IT security/server/network management. Willingness to collaborate and work with a variety of technical teams and professionals. Comfortable working independently when necessary.
- Ability to adhere to change and incident management processes as it relates to the modification of the production environment to remediate and/or optimize enterprise systems
- Working knowledge of programming principles, scripting and command; hired and managed subcontractors and freelance artists; proven ability to follow project methodologies and detail-oriented; setup domain (DNS) and hosting accounts using Network Solutions & ICANN.
- Full-time instructor for Computer Information Systems/Computer Science (School of Applied and Information Technology). Taught basic computer and programming concepts; excellent verbal and written communication skills.
- Taught Introduction to Computers (CINS 101) - Explores introductory computer concepts, data versus information, information retrieval techniques and the impact of computers on business and society; emphasizes Windows, software applications, and Internet usage.
- Diversity in a Technological Society (CINS 120) - Explores the influences of technology on human diversity. Students are introduced to basic human relationship factors, international cultures, technologies, people with disabilities, human and data communications, Artificial Intelligence, computer security, and various individuals who have influenced technology.
- Logic and Object Design (CINS 111) - Introduces logical methods used in the development of software applications and the organization of data. Students develop solutions to real-world problems by creating algorithms using various software development techniques including flow charting, pseudocode, and object oriented development concepts.

- Responsible for the overall management of Technology Services operation within four states (MD, PA, VA, DE). Remodeled internal and external Customer Satisfaction to a consistent level while creating an atmosphere of Teamwork between all departments.
- Established effective developmental actions for all Technology Services employees. Maintained financial stability of district while engaging in initiatives to drive revenue growth. Excellent interpersonal skills. High energy level. Aptitude to manage multiple tasks simultaneously. Self-motivated. Strong work ethic. Professional appearance. Ability to present in front of large groups. Good reasoning ability. Effective communication and written skills. Strong organizational skills.

SECURITY

- Network Engineer installing new hardware and configure equipment, including various IT security compliance, monitoring, and infrastructure remediation initiatives.
- CompTIA Network+ professional certification. Completed Certified Information Systems Security Professional (CISSP) training and Certified Ethical Hacker (CEH) Cybersecurity Training. Also, achieved certifications in CompTIA A+, Windows NT 4.0 Server and Quality Assurance.
- Experience working on Information Assurance projects including working knowledge of secret-level network connectivity (SIPRNET).
- Vulnerability testing, implementing automated security monitoring procedures and generating reports for security reviews of applications.
- System security using packet filtering, logging, and intrusion detection systems. Developing/writing information security procedures. Information security incident response. Symantec Security Solutions including Endpoint Protection and Encryption.
- Demonstrated expertise in disaster recovery and multi-site enterprise environment. Improved antivirus, security, spyware and vulnerability prevention using Norton and McAfee on Networks, Groupware, Internet Gateway and PDAs.
- Introduced & setup Wireless Application Protocol (WAP) providers in the restaurant industry. Configured Cisco/Linksys wireless and Ethernet networks using 64/128 bit encryption security.

APPLICATIONS

- Installed in-house and off-the-shelf software troubleshooting multiple compatibility issues and documented entire process. VMWare, Storage, Application, Database, Security and Network teams to identify vulnerabilities, research best practices, recommend steps for strengthening the IT security posture of the organization and participate in the hands-on management/monitoring of core IT infrastructure and systems.
- Knowledge of VMware products, including vCenter, Site Recovery Manager, and/or other vulnerability scanning software. Hands-on experience managing large scale enterprises and demonstrated mastery skills working with MS Windows, Unix, Exchange & Office. Microsoft SCCM 2012 - administration, reporting and engineering experience.
- Expertise in systems architecture design and implementation with emphasis on performance & disaster recovery in multi-site enterprise environment; familiar with OSI model. Fixed computer bugs, upgraded operating system and other s/w, removed viruses, backed up/recovered lost data and installation new compatible software programs. Installed & tested Microsoft hotfixes, service packs and expert knowledge of tape backup.
- Installed Symantec/McAfee Anti-Virus, Firewall security and Spyware programs; configured Cisco/Linksys wireless networks. Developed over 25 web sites while working with applications like MS FrontPage and Dreamweaver. Programmed custom websites using HTML, Java Script, FrontPage and Flash
- Verified/Configured Office 2007 suite migration on desktops/laptops. Support Applications: Remedy Action Request System (Help Desk ticket log), Document Management System, Enterprise Software Distribution (ESD), Economic Data Storing System (EDSS). Prioritized, researched and documented user problems thoroughly and accurately; escalated unresolved issues to the proper higher tier team.
- Maintained a highly competent level of knowledge on relevant products, current support policies, and methods of support delivery, and shares any updates to existing practices with employees during staff meetings.
- Facilitated installation and training of Logistics / Supply Chain Solutions Information Systems in the field at customer locations traveling 80% throughout US. Subject matter expert on MS Access, Relational Databases, Oracle, SQL Server, Citrix and Terminal Services. Performed troubleshooting, diagnostics, research, evaluation and documentation for successful implementations. Oversaw multiple implementations (2-4) in parallel.
- Deployment or migration experience with Configuration Manager and/or Microsoft Deployment Toolkit MDT including strong understanding of Windows Management Instrumentation (WMI) and its relationship to Configuration Manager. Windows Server 2008/2012 technologies and services associated with those environments
- Extensive experience with Microsoft Active Directory configuration including Group Policy in a large and complex production environments. Demonstrated understanding of network principles (such as network topologies, network addressing schemes, subnets, firewalls, and security segregation)

WORK HISTORY

Short-Term Projects, Key Contracts & Assignments (W2 and/or 1099 Independent Contractor):

ITeXpansion , Maryland, DC & Virginia, Consultant	12/28/98-Present
Towson University , Director Baseball Operations	5/15/18-11/22/18
FedEx , Baltimore, Web Developer, Delivery Services & Logistics	3/15/18-Present
Towson University , Operations Management Instructor	8/27/14-12/31/14
McDonogh School , Head JV Baseball Coach	1/1/16-3/31/16
US Army , Fort Meade, Defense Information Systems Agency	9/23/13-11/5/13
US Army , Aberdeen Proving Ground, C4ISR, FBCB2, NEC/DOIM	4/12/10-10/31/12
International Monetary Fund , Washington DC, Project Manager	10/26/09-12/23/09
Community College of Baltimore County , Assistant Professor	8/23/08-12/23/08
UPS Logistics Technologies , Towson, MD, RoadNet Consultant	2/25/08-7/30/08
Giant Food , Baltimore, MD, Network Engineer	1/1/08-1/31/08
Geeks on Call , Columbia, MD, Network Engineer	6/27/07-8/17/07
US Department of Transportation , Washington, DC, Engineer	4/9/07-6/22/07
Living Life Foundation , Info Tech Operations Manager	2/5/07-2/26/07
Ricoh , Maryland, District Technology Service Manager	2/3/06-8/18/06
MD Department of Human Resources , S/W Training Manager	4/25/05-10/14/05
Community College of Baltimore County , Assistant Professor	9/1/04-12/31/04
Baltimore City Community College , Instructor, Adjunct Faculty	1/1/04-6/15/04
T. Rowe Price , Baltimore, MD, Systems Analyst	1/1/04-3/31/04
Towson University , Computer Science Instructor	7/5/00-5/18/06
Legg Mason , Baltimore, MD, Quality Assurance Technician	12/28/98-11/30/99
Charles Schwab , New York, NY, Investment Specialist	4/16/97-2/13/98
UBS , Hunt Valley, MD, Stock Broker	2/22/93-2/27/97
DP Solutions , Columbia, MD, Sales Representative	11/1/91-2/1/93
IBM , Baltimore, MD, Sales Representative	2/1/89-8/1/90