

# Mike Dedmon

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Network Administrator

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*I am a network professional with over 20 years experience, seeking a career that fits my professional skills. I wish to find a leadership position in the Networking and Telecommunications industry. I am an excellent problem solver and really enjoy working in a team environment.*

## Experience

### Advantage Credit International

*Network Engineer & System Administrator – Pensacola, FL – 2007–Present*

- Install and manage all network hardware and Windows servers
- Configure and implement all VPN services for employees and connections to the credit bureaus
- Serve as the IT Security Officer – Responsible for all network security and maintenance
- Program and administer Cisco Call Center and IPCC (Contact Center) phone system
- Maintain the Cisco Unity voicemail system
- Design and write all IPCC Express phone scripts for the call center
- Record, edit and customize all voice work for the phone system
- Redesign and upgrade network data center comprised of over 100 different systems
- Reduce IT expenditures by converting expensive dedicated circuits to VPN tunnels
- Convert all Windows based servers from Windows 2000 to Windows Server 2003 / 2008
- Upgrade production database system from Microsoft SQL 2000 to Microsoft SQL 2008
- Design and Implement a new DMZ configuration for more secure environment for our Internet facing systems
- Replace outdated Foundry switch with Cisco Catalyst 4507 switch
- Implement new multi-subnet network company-wide to improve security and performance
- Train employees within the company
- Manage all licensing of hardware & software
- Install and support desktop workstations
- Write custom web sites for internal use within the company

### Self Employed

*Consultant – Pensacola, FL – 2004–2007*

- Setup several small companies with networks, servers & workstations

### Cirrus Logic International

*Network Engineer – Austin, TX – 1995–2004*

- Managed approximately 10 helpdesk employees
- Designed, implemented and maintained all international wide area networks using Frame Relay and VPN technologies
- Implemented and maintained VPN (client and router based), remote access and all networks
- Reduced overall I. T. annual expenditures by 11 million dollars
- Designed, installed and maintained all local area networks for all domestic locations
- Performed all network security and maintenance
- When I began work I was doing helpdesk, network & server support
- Converted corporation of 3000 employees to Microsoft Exchange server

- Key team member in design, planning & implementation of new 6 story headquarters
  - Specified & managed cabling installation
  - Developed move plan for network and hardware cut-over
  - Created redundant network connections to maintain up-time for critical manufacturing
  - Installed new LAN / WAN / Wireless network for world headquarters
  - Designed & installed a new 200 cabinet data center which included full generator, UPS, HVAC, cabling and security
- Planned & implemented the disaster recovery site for the corporation
- Mentored, trained and consulted with peers in the department

## Texas Department of MHMR

*Network and Statewide Email Administrator – Austin, TX – 1994–1995*

- Designed and installed new physical cabling plants at major facilities throughout the state
- Implemented and maintained all email systems for agency state-wide
- Received extensive training in network hardware and software based technologies
- Converted 3 large campus networks from Arcnet to Ethernet networking

## Texas Department of MHMR

*Automation Coordinator – San Angelo, TX – 1988–1994*

- Brought first PC based computers to the campus
- Created custom software for handling client program management
- Designed and installed a new ARCNET network for the campus
- Setup 200 station Novell Netware based network
- Provided all employee training for software & hardware

## Skills

Expert troubleshooting and problem solving  
 16 years of hands on experience with most Cisco based technologies  
 Extensive Project Management experience  
 Web development using HTML, CSS, Javascript & PHP  
 Adobe Photoshop CS4  
 Work well in a team environment  
 Mentoring to peers  
 Grasp concepts quickly  
 Great written and verbal communication skills  
 Explain technical details in laymen's terms VERY well  
 Detail oriented  
 Document, document, document...

## Extensive Experience with the following:

- All Cisco based technologies; VPN, PIX Firewall, Dial-Up, Frame-Relay, Hardware Installation and Configuration, Software Image management, CiscoWorks ; Cisco IOS / Switch OS / Switch IOS
- Cisco Unified Call Manager
- Cisco IPCC Express
- Cisco Unity Voicemail system
- All Microsoft Operating systems – NT thru server 2008
- Microsoft ISA Firewall
- Microsoft SQL server 2000, 2005 and 2008
- SNMP Management systems

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- Network monitoring and maintenance
- Microsoft desktop applications - Office, Visio, Excel
- Tape Backup and management systems

***Education***

**Texas Tech University – Lubbock, TX 1981-1987**

**Major:** Computer Science / Programming

***Relevant Training  
& Certifications***

Cisco Certified Network Associate (CCNA)

Introduction / Advanced Cisco Routing

Introduction / Advanced Cisco Switching Technologies

Introduction / Advanced classes in Ethernet networks

EIA/TIA – Copper and Fiber Optic Cable standards and termination

Introduction / Advanced Windows NT/2000 Server Administration

Introduction / Advanced Microsoft Exchange Server 5.x / 2000 Administration

Keane – Project Management Training Class – Series 1 & 2

***Hobbies***

Acting, Singing, Dancing, Home Remodeling and much more

***References***

Available upon request