

Thomas William Ackerson

Objective Continued excellence in the deployment and support of leading edge technology.

Education 1996 – 2000 Clarkson University Potsdam, NY
Bachelors of Science, Management of Information Systems
Concentration in Technical Communications

Professional Experience 2005 – Present Martin's Point Health Care Portland, ME
Systems Administrator

- Piloted VMware GSX server and reviewed the capacity planner results to design VMware proof of concept.
- Presented research on VMware proof of concept to executive team and won approval to implement.
- Completed 25 successful P2V conversions for consolidation, HA or out of warranty H/W. Several out of warranty SQL 2000 servers with failed disks were migrated to Vi3. VMware provided a large window of time to retire the server that the H/W could not have accommodated.
- Originally deployed three ESX 3.0.1 servers with Virtual Center 2.0. Upgraded those servers to 3.0.2 followed by 3.5. Virtual Center was upgraded to 2.0.2 followed by 2.5. All of the upgrades were completed in the middle of the day during production business hours. VMotion allowed this to complete with zero downtime. Currently running 40 production VMware guests across 3 hosts. Among those hosts we have had a total of 1519 successful VMotion migrations. Currently manage 10-15 other VMware guests in a development environment.
- Designed, deployed and continued management of HP c7000 blade chassis housing BL 685 C blades for VMware project. The blades were originally deployed half populated with RAM and CPU. VMotion also allowed for CPU and RAM upgrades on all the blades during the middle of production business hours with zero downtime.
- Deployed and continued management of 3par Inserv e200 FC SAN for VMware project.
- Deployed and continued management of Cisco MDS 9124 fabric switches.
- Management of VMware backups via VCB w/ vRanger pro to disk.
- Designed, deployed and continued management of air gapped VMware (GSX/Server 1.4) test environment for testing prod servers. Several critical software deployments and upgrades have succeeded due to this method because the prod servers are left untouched so our testers can still test the applications without requiring a new PC or network connection.
- Maintained strict security measures to ensure DoD DITSCAP security compliance.
- Windows Server 2003 management and configuration. Skilled with Group Policy and Active Directory.
- Deployed and continued management of Barracuda Spam Firewall 400. This is very useful to help maintain a very low spam environment.
- Upgraded from Exchange 2000 to 2003 and migrated DB storage to NetApp 3020c filers.
- Managed Exchange 2000 Environment, including FE OWA server (~500 mailboxes & 150gb of db). Part of the messaging deployment includes management of Good Mobile Messaging and 50 Palm Treos.
- Designed, deployed and continued management of MedSeek Consumer & Employee Portals (self hosted IIS6, CF6 and SQL 2000/2005 back end). With load balancing and redundant hardware and VMware the website remains online 24x7.
- Designed, deployed and continued management of Kryptiq Secure Suite (Secure Messaging , Patient Portal, and Member Portal). Secure Messaging and Member/Patient Portals allow our customers to securely communicate with our providers and employees.
- Deployed and continued management of Biscom Faxcom server for outbound faxing from GE Centricity and Desktop Faxing.

2004 – 2005

Martin's Point Health Care

Portland, ME

Systems Specialist

- Deployed, upgraded and installed large software packages such as SRC/Business Objects, Logician/Centricity and Interqual.
- Administered User Accounts, Email Accounts and Network Data.
- Secured PC's to DITSCAP and HIPAA requirements.
- Deployed Dell Desktop & Laptops with Windows XP.

2002 – 2004

William W. Backus Hospital

Norwich, CT

Desktop Engineer

- Deployed Dell Desktops with Windows 2000/Office 2000/WinXP/OfficeXP.
- Deployed & Configured HP XP wireless tablets for bedside notes.
- Configured Radiologist digital PACS workstations.
- Deployed & configured Landesk administration software.
- Deployed Citrix Thin clients to Metaframe XP environment.
- Managed File/Mail/Print Servers.

2001 - 2002

Computer Sciences Corporation

East Hartford, CT

ASD – Associate Member of Technical Staff

- Ran a weekly training class for users that illustrates the differences between the Sun Solaris workstation environment and the Windows NT/2000 environment.
- Developed and maintained the Intranet website to support the Unix to Windows NT project.
- Technical support for the Unix to Windows NT conversion project.
- Managed Windows NT/2000 workstation requests.

Skills

Operating Systems:

VMware VI3 / ESX, Windows Server 2003 / 2000, Windows XP, Ubuntu / gnu/linux, Palm Garnet (Treo)

Hardware:

HP c7000 Chassis with BL 685c blades, Dell Poweredge, 3Par Inserv e200 (fiber channel), NetApp 3020c (fiber channel and sata), Cisco MDS 9124

Applications:

VMware Server, VMware Workstation, IIS6 / IIS5, Exchange 2003 / 2000, Good Mobile Messaging, Biscom Faxcom, GE Centricity 2005, Citrix, Kryptiq Clinical Messenger / Secure Messaging / Care Catalyst, Medseek SiteMaker, ColdFusion MX server, Active Directory 2003, DNS, Office Sharepoint Server 2007, SQL 2005 / 2000 Server, Awstats, FTP server, SSL mgmt, WordPress, Web Hosting, (cpanel), Mail Hosting,, Google Apps, Bare Metal Backup/Restore.