

CEDRIC LOCKLEAR
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Education

B.S., Forestry, North Carolina State University, Raleigh, NC, May 1986.

Certifications

Microsoft Certified Systems Engineer

070-058 – Networking Essentials.

070-073 - Implementing and Supporting Microsoft Windows NT Workstation 4.

070-067 - Implementing and Supporting Microsoft Windows NT Server 4.

070-068 - Implementing and Supporting Microsoft Windows NT Server 4 in the Enterprise.

070-059 – Internetworking with Microsoft Windows NT Server 4.

070-081- Implementing and Supporting Exchange Server 5.5

Novell Certified Administrator

050-613 - IntranetWare: NetWare 4.11 Administration

Citrix Certified Administrator

220 – Citrix Metaframe XP Administrator

Brocade

143-060 - Brocade Certified Fabric Professional 8Gbit/sec

CompTIA

SY0-101 Security+

ITIL V3

EXIN EX0-101

Project Management Institute

Project Management Professional

Security Clearance: Top Secret

Active Passport

Experience

Federal Data Systems - Senior Solutions Architect

Dec08 - Present

- Senior member of a Team of EMC engineers responsible for the day to day provisioning of storage at the Pentagon working under the PENREN DCIS\PCIS Contract.
- Responsible for COOPing functionality of many Tenants throughout the Pentagon.
- Worked to develop drawings of the fiber channel network from collected data.
- Use of ECC and SMARTS to monitor the Storage environment.
- Server as Tier 3 Support on the project responsible for identifying and troubleshooting of many issues and open tickets with EMC for hardware issues and other software & application matters.
- Follow the ITIL process and submit and present Changes to the Environment to the CAB for Government approval and also make presentations to the Technical staff.

Unitrends Corporation – Sales Engineer

June08 - Dec08

- Pre-sales Engineer working the Mid-Atlantic Area for Unitrends.
- Work closely with the Regional Sales Manager to get the Unitrends Product out in front of potential partners and end-users.
- Perform product demonstrations and field any technical questions on how the appliance is designed and works.
- Perform evaluation unit installs and provide training to potential VAR partners.

Judge Group – Storage Engineer (Consultant)**Feb08 – June08**

- Consultant for CSC working on the Office of the Secretary of Defense, Health Affairs, Force Health Readiness & Protection tasking.
- Responsible for design and implementation of the SAN infrastructure to include 5EVA 4000s, 10 Brocade 432 & 416 fiber channel switches and 3 MSL 4048 libraries.
- Also serve as the Disaster Recovery SME for the task. Backup solutions include Tivoli Storage Manager and ArcServe.
- Serving as the Engineering Team Lead responsible for the day to day functions performed by the IT Engineering Staff. The Staff includes Engineers working Wintel, UNIX, Network, VMware, Application Developers and DBAs.
- Work closely with hardware and software vendors to resolve issues encountered in the environment until resolution.
- Develop functional requirements in the environment for both hardware and software.
- Head meetings to discuss design options and presentations to the Management Team.

Hewlett Packard Managed Services Storage Tower – Storage Engineer (Contractor) Feb07 – Feb08

- Level 3 support for the Production SAN environment for HP's DLA data migration project.
- Primary function is in support of the Disaster Recovery Center designated for this Project.
- Responsible for operations and maintenance of 5 EVAs, 8 Cisco MDS 9000 class switches, 1 Brocade 48000, 2 ESL tape libraries, 6 MSL 6060 libraries, 1 Storagetek L700, and an SL8500.
- Served as the Data Center Manager for the Project at the Qwest Data Center for several weeks while the Manager was on leave.
- Responsible for training junior members of the team.
- Responsible for the design and configuration of new SAN devices as they come into the environment.
- The Disaster Recovery Center (DRC) holds exercises every week for our customers. I work closely with the DRC team to procure Storage and zoning as necessary for each weekly event.
- Work closely with the Project Configuration management team to document the Cisco Switch configurations
- Perform weekly backups of all SAN devices including the CISCO Switches using Cisco's Fabric Manager

NAID – Senior System Engineer (Contractor)**July06 – Feb 07**

- Contractor to the Bureau of Indian Affairs Office of Information Operations, Systems Division.
- Provides Windows 2000 and 2003 network operating system design and installation of secure national systems including management, maintenance, and administration.
- Uses knowledge of Citrix to design and implement clustered web based applications and increase security and efficiency to application access.
- Leads or performs comprehensive systems analysis and design activities including development of detailed functional requirements for new information technology systems, applications, or software.
- Monitor the execution of testing and implementation plans.
- Identifies problems and specific issues and conducts analyses of systems to help determine the nature of requirements.

NetServices - Senior Systems Engineer (Contractor)**April 06 – July 06**

- Worked on a team performing the NIPR and SIPR AD/Exchange Migration for Air Force Pentagon Communications Agency (AFPCA) at the Pentagon. Dell had the migration part of the Contract.
- Member of the Microsoft Team performing server builds and testing.
- Responsible for Dell Server maintenance. Role was to identify and troubleshoot Dell Server and CX700 array issues with Dell. If needed coordinate to get parts and CE's on-site to perform hardware repairs.

Collective Technologies – HP Managed Services Storage Tower Delivery Lead (Consultant) November 05 – March 06

- Assigned to work for Hewlett Packard in support of the Defense Logistics Agency's - DLA data migration project.
- The Team Lead for the Managed Services Storage Tower which is responsible for Steady State of the Storage Environment and the Backup Environment.
- The Storage Team consists of 10 Storage engineers responsible for provisioning storage and the day to day Operations and Maintenance of HP EVA 3000s, EVA 5000s, EVA 8000s and HP XP 12000 arrays. We have team members on-site at data centers, in HP's DLA NOC, and working remotely in support of approximately 300TB of data currently and growing.
- The Backup Team consists of 10 Veritas NetBackup engineers responsible for the day to day operations of the steady state "production" backup environment.

- My role in the management of the StorageTower is I am a liaison between management and the team and from the team up to management. I attend the design, implementation, migration and change management meetings and conference calls throughout the day representing the StorageTower. I am there to ensure all of our concerns are addressed.

Collective Technologies – AD Migration Team (Consultant)

October 05 – November 05

- Assigned to a team of engineers working for Dell to provide Active Directory/ Exchange 2003 migration support for The US Army in the Pacific – USARPAC.
- On-site migration support for the Army Installations in Japan. We were there in support of the uniformed Army team performing the migration. If any issues came up that they were unable to resolve, we were on-site to help mitigate these issues and to coordinate with the Dell team in Hawaii for any additional support.
- This Project involved Installations in Hawaii, Alaska and Japan.

National Electronics Warranty Corporation – Microsoft Technical Lead (Consultant) July 04 – Feb 05

- Responsible for daily operations and maintenance of enterprise MS systems serving 3000+ users in 5 locations nationwide, including administering, monitoring, and maintaining an internal Exchange messaging solution and Citrixenvironment .
- Also responsible for provision of problem escalation support, troubleshooting of the messaging system, and implementation of appropriate steps for resolution Also responsible for the RIM Blackberry Servers in the Enterprise.
- Work closely with hardware manufacturers and software vendors to insure that all systems were operating efficiently.
- Responsible for disaster recovery of the environment. Backup application being Veritas Netbackup 5.
- Maintained the Corporate SANs which were DELL/EMC CX 300 and an AX 100 both using fiber channel technology.
- Level 3 support for all Microsoft systems. If we could not resolve the issue, I would initiate calls to the HW/SW vendors for support
- Manage 3 junior engineers and help assign priorities for the workload.
- Started discussions with local vendors to assist in the Win2K3 AD migration, Exchange 2K3 migration and upgrade the Citrix environment and the use of VMware to help consolidate our servers and reduce the number of physical machines in the environment.
- Responsible for making recommendations on HW and SW upgrades to the existing environment.
- Attended change management meetings to present desired changes to the Microsoft environment as needed.
- Developed Standard Operating Procedures and presented them at CM meetings

CSC – DHS Monitoring Team Lead (Contractor)

December 03– July 04

- Contractor to the Department of Homeland Security in the Customs and Border Protection branch working for Inspections.
- Was hired to establish an application - device monitoring system for the newly formed InspectionsNationalResponseCenter (INRC). The INRC is the tier 2 level Help Desk for the Inspections Applications and Hardware in the field.
- The monitoring Application that the CBP uses is Tivoli. I began looking into getting the Inspections Branch its own Instance of Tivoli but was informed that we would use the existing CBP Instance.
- Worked closely with the CBP Tivoli Team to configure and make operational 3 Tivoliendpoints in our lab for remote control purposes. These endpoints were the only remote access we had to some of our equipment in the field. There were approximately 12 people that I worked to get access to the Network through Tivoli. I spent time with each one of them to verify their usernames and passwords allowed them to pass through the Tivoli Server and that they could remote control our equipment and build and push packages out to the equipment also.
- As Senior Technical person on the INRC. I also was involved in assisting the Help Desk with some of the more difficult problems on a day today basis.
- Developed a Monitoring Plan and trained the Monitoring team on what we would be doing. Assigned weekly Monitoring to the Monitoring Staff and I sent out daily reports with the results of the Daily Monitoring to the Management Team

CSC – OSD RAS Engineer (Contractor)

August 03 – November 03

- Contractor at the Pentagon for the Office of the Secretary of Defense – Chief Information Officer – Enterprise Operations Support Team. We supported the 15 Departments and all the users for the OSD.
- Responsible to RAS connectivity to the Enterprise.
- Our Team was responsible for the migration of Exchange 5.5 to Exchange 2000.
- Responsible for the maintenance, troubleshooting and connectivity of RIM Blackberry Servers.
- Used NetIQ as a system monitoring tool on the Enterprise level.

- Maintain and configure Cisco 7140 and 5300 Dialup Routers.
- Responsible for VPN connectivity using Cisco 3015, 3030 and 3060 VPN concentrators.
- Maintain and patch AAA Windows based Servers running Cisco's Access Control Server (ACS) software
- Key player in the implementation of a Citrix solution on the Enterprise level for the OSD.
- Responsible for scheduling meetings with the different Departments within the OSD and meet with the Senior IT people and discuss what applications needed to be made available to them and also established a business criticality to each application
- Provide technical support for level 2 and level 3 help desk issues thru Remedy.
- Team was responsible for backups of Enterprise Servers using Veritas Backup Software.

CSC – FAA System Administrator (Contractor)

May 02 – August 03

- 2000/XP System Administrator for the FAA's Computer Security Incident Response Center (CSIRC)
- Built a TEST LAN for testing of new applications and configurations. Using several operating systems including WindowsXP, Windows2K, Solaris 8, Solaris 9, RedHat 7.3, FreeBSD 4.6, OpenBSD 3.1.
- Follow Test plans for both hardware and software to determine optimal system performance both on the individual computer and on the network.
- Responsible for maintaining biometric devices including iris eye scanners, hand geometry units and local workstation biometrics to help with the CSIRC's physical security requirements.
- cc:Mail and Lotus Notes Administrator. Performed cc:Mail to Notes Migration for the CSIRC. Following the Notes Migration, I made desk visits to all persons in our Department on their various shifts and spent some time with them to make sure they could get logged in to the Notes Servers and could attach to the important databases hosted on these Servers.
- Citrix Administrator. Configure remote clients to connect through Citrix. Maintain the Citrix Server.
- Perform Server/Client builds and CA Etrust Software installs. Used Ghost software package to clone builds.
- Configure Cisco switch ports for connection to separate VLANS. Perform Network administration on the CSIRC network.
- Used Ghost software to create an image for each type of client we needed and maintained these builds.
- Backup Administrator for the Checkpoint Firewall implementation run at the CSIRC.
- Backup and Recovery of the CSIRC LAN using NTBackup and ARCserve 2000.

Sabre Systems – Senior Communications Engineer (Consultant)

December 01 – May 02

- Site Survey Team member for the Navy Marine Corps Intranet Project.
- Visit Navy and Marine Corps Bases across the Country and inventory each server on the base including UNIX, NT/2000 and Novell servers. Gather user, group, permission, share and hardware attached information from each server.

ACS – USAF DMS/Exchange Administrator (Contractor)

September 01 – November 01

- Defense Messaging System (DMS) Administrator. Support the Air Force DMS, which is the secure e-mail system used by the Dept of Defense. Involves Exchange administration with modifications made to the Outlook client.
- Work in the Base Network Control Center (NCC) monitoring the infrastructure hardware and application servers.
- Review server log files and backup job logs identifying any potential problems with the environment.
- Perform on-site LAN security management functions.
- Perform on-site administration functions.
- Perform systems analysis and testing on 2000/Exchange Servers to resolve configuration and equipment problems.

CSC – Nortel Networks Exchange Engineer (Contractor)

November 00 – August 01

- Exchange Administrator for Nortel Networks on the Backbone management team.
- Monitor Exchange Servers in a multisite environment with 170 Exchange Servers and 170,000 users.
- Verify that Veritas Netbackup jobs completed successfully
- Use second party software to monitor Exchange Servers, Free-Busy servers, ICR gateways and backup jobs.
- Coordinate with other groups as needed to resolve issues following proper escalation procedures. Send out alerts notifying other support groups of the problems and status updates.
- Perform user moves as needed for Server load balancing.

Howard Systems International – IBM NT Systems Administrator (Consultant) November 99 - November 00

- 2nd level Global support for IBM in support of Kodak/Qualex's film developing Labs.
- Responsible for assisting the Rochester help desk resolve issues as they occur on the Billing clients, splicers, sorters in the Labs. This involves Server connectivity, printing and other peripheral connections via a digi box.
- Involved in following IBM Test Plan procedures for Windows2K server builds and also application installs.
- Troubleshoot Token Ring network issues.

- On the Team of Engineers that went out to convert the Kodak/Qualex site from Token Ring to Ethernet. After the conversion, we verified that all Servers were able to data back to Corporate and also that all Wintel clients could send and receive data from the Servers. Resolved these communication problems if there were any before we left the site.
- Use Tivoli to push install packages to servers and client machines. Also use Tivoli as a remote control agent in troubleshooting problems.
- The applications are proprietary Qualex & Kodak applications using PowerBuilder and DB2 as the database running on the server.
- Worked closely with the Billing Development team on testing installation and configuration procedures.
- Worked closely with IBM Hardware Engineers following developed test plans for burning in and configuration of new Servers before placing them in the Production Environment.
- Troubleshoot FTP issues with data transfers to headquarters from the field labs.

EDS (cc:Mail Team) - US Postal Service cc:Mail Administrator (Contractor) May 99 – November 99

- 2nd level National Support for cc:Mail on the Postal Routed Network.
- Assist Mail administrators on approximately 750 mail post offices within the PRN.
- Responsible for assisting with daily maintenance problems as they occur.
- Assist Mail Administrators with user administration issues.
- Coordinate field activities with the LMS group.
- Worked closely with the LMS group on testing new mail router configurations and installation procedures.
- Assist with user configuration of cc:Mail & cc:Mobile.
- Assist field users with dialup issues as they pertain to the PRN.

EDS (TIMES Team) - US Postal Service NT Application Server Team (Contractor) August 98 – May 99

- 2nd level National Support Team for NT Server on the Postal Routed Network.
- Support proprietary software and connectivity as it relates to the NT Server.
- Use of networking tools such as FTP, SMS, WSPING Pro and others.
- Perform backup and restore jobs using Seagate/Veritas Backup Exec.
- Responsible for ensuring that the Oracle database is up on servers across the country.
- Responsible for monitoring Area Servers for the TIMES application and also the dial in Servers in Raleigh.
- Perform remote administration of EOR Servers, PCMODS Servers, and VMAS Servers these are Oracle applications.
- Assist field IS personnel in installation of applications that run on the NT Servers.

Credit Suisse First Boston - Exchange Administrator (Contractor) June 98 – August 98

- **Contractor** for the Global Electronic Messaging Support Center Tier 2 e-mail support. The firm was in the process of a system migration from cc:Mail to Exchange Server.
- Global Support Team for cc:Mail, Exchange with Outlook as the client, Unix Z-mail, Lotus Notes and other mail systems for the Firm globally.
- Exchange Administrator Team - Create NT and Exchange accounts globally.
- Assist Department Support & Help Desks with mail installation, troubleshooting and tracking bounced mail messages.
- Work closely with the Exchange Server Production Team to inform Help Desks when Servers were experiencing problems and an estimated fix time.
- Move mailboxes from different Servers to accommodate transfers and other needs and verified moved mailboxes were functional.

Election Systems & Software - Customer Support Representative (Consultant) January 98 – June 98

- Election Systems & Software is a software development firm specializing in Voter Registration software.
- Served as Customer Consultant / Trainer for Elections Systems & Software's Voter Registration Software package.
- Responsible for travel to customer sites as required for training on purchased software and any software updates to be installed.
- Responsible for support of the application. It is a PowerBuilder/Oracle Client/Server application.
- Responsible for evaluating current customer client/server configurations for any obvious problems.
- Dial-in support to assist in troubleshooting and transferring appropriate file updates and patches.
- Work closely with the QA/QC team in "bug" meetings.

BDM Federal (DUC/DSIS Team) - US Postal Service National Help Desk (Contractor) April 97 – January 98

- 1stlevel National Support Team for Windows 95, Microsoft Office Suite, TCP/IP, and proprietary Postal Service software applications supporting approximately 9000 sites.
- Working knowledge of REMEDY and INFO database tracking systems.
- Developed database analysis skills and troubleshooting techniques.
- Developed phone-troubleshooting techniques for software and hardware support.
- Developed cc:Mail troubleshooting techniques.
- Developed working knowledge of pcAnywhere
- Postal Training Courses:
 - REMEDY
 - INFO
 - DUC hardware
 - CSBBS
 - DUC application software
 - AOI hardware and software
 - ETC computer
 - Web Advance