Randy L. Grolemund, Jr.

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You will find that I am a results driven IT professional with extensive experience in engineering, administration, and support of information systems. My skills include in-depth expertise in the implementation, analysis, optimization, troubleshooting, and documentation of LAN/WAN network systems. I have an established a track record for diagnosing complex problems and consistently delivering effective solutions.

EXPERIENCE

Level 3 PC Corporation   **Roseville, MN**
Contracted IT Support   **2010 – Current**

- Provided top-level onsite technical support to more than 40 clients ranging from small businesses to enterprise level companies. I was responsible for anything from virus removal to repairing or deploying major server clusters. If the equipment was electronic, we supported it.
- The majority of the time I worked without additional IT assistance.
- Worked closely with customers to plan migrations, upgrades, and new installs. Also responsible for quotes and time estimates.
- Assumed the lead and provided project management to ensure equipment and repairs were completed on schedule.
- Participated in numerous committee meetings to ensure systems complied with State, Federal, and HIPAA regulations.
- Deployed hundreds of Windows 2008 R2 servers physically and through VM installations using ESXI 5.
- Replaced several hundred Windows XP desktops with Windows 7 workstations. Setup software installations through GPO and remote deployment packages which greatly reduced time to completion.
- Developed numerous stand-alone applications as well as interfaces between dissimilar programs allowing the flow of HL7 data. I have written medical system interfaces for Encite, Cerner, Epic, PACE, and Cortex.
- Designed a custom Helpdesk application to meet customers' needs which provided integration with their Electronic Health Records (EHR) platform.
- Established several VPN networks using Cisco routers to connect remote office with their headquarters.
- Maintained multiple Exchange servers ranging from 2000 to 2010.
- Provided remote support when onsite service could not be performed.
- Setup and deployed several Cisco 5508 Wireless LAN controllers which connected and routed traffic to WAP's located over several remote locations.
- Installed new EHR systems and software for several clients. This often involved developing processes for exporting patient data from previous systems to be formatted and imported in to the new EHR.
- Setup several 2008 R2 terminal servers allowing staff to securely work from home (using 2 factor authentication) as well as connect through thin clients in exam rooms.
- Managed and performed maintenance on numerous SQL 2008 R2 server installations responsible for holding millions of patient records.
- Designed and implemented a complete ColdFusion/SQL based Helpdesk package for my largest customer. Demo is available upon request.

United Portfolio Management, Inc   **Roseville, MN**
Network Administrator   **2005 – 2010**

- Provided IT support for a law office specializing in collections.

- Developed an application which exported and formatted data out of their collection software and then transmitted the information to the 3 major credit reporting agencies.
- Created interfaces which allowed electronic data from the client's proprietary systems to be imported in to the various software platforms at the law office.
- Provided support and maintenance on the internal Windows 2003 and Exchange servers.

eDev Technologies   **Roseville, MN**
Contracted IT Support   **2003 – 2005**

- Designed custom applications for small businesses around the United States. Wrote applications which converted data in to formats required by the customer's specification.
- Provided onsite IT support for small businesses around the Twin Cities.

Mid-Continent Area Power Pool   **St. Paul, MN**
WAN Administrator   **3 years**

- Installed, supported, and maintained Cisco routers and switches at more than 50 locations throughout the United States and Canada.
- Supported multiple network technologies.
- Provided IT support on hundreds of Windows 2000 workstations and approx. 30 Windows 2000 servers.

United States Navy   **United States**
Sonar Technician 2nd Class (STG2 SW)   **7 years**

- Trained to search, classify, and destroy enemy submarines.
- Attended approx. 2 years of school which qualified me to repair and support numerous Submarine Warfare Systems.
- Qualified Work Center Supervisor.
- Participated in ships Security Force, and Firefighting teams.
- Maintained duties as Secret Safe Custodian.

PROFICIENIES

Systems

Windows Server NT through 2008 R2, Debian based Linux Distro's including Ubuntu Server, MS Exchange Server 2000 through 2010, AS400, WSUS, Sharepoint Server, MS SQL Server 2000 through 2008 R2, VMWare ESXI, MS Windows Search Server, Mac OSX, all MS Windows desktop versions, MySQL.

Software

All MS Office versions, PHP, CFML, Joomla, Drupal, Dreamweaver, Lansweeper & Spiceworks, Adobe products, Macromedia products, Trend Micro Client/Server, Symantec Endpoint, Symantec for MS Exchange, Backup Exec, Medical Software (Cerner, Epic, Encite, PACE, Cortex, White Plume's Code Scan, eClinicalWorks).

Hardware

Dell Servers and workstations, Cisco Routers – WLAN Controllers - Switches, various VOIP, Firebox WatchGaurd, Sonicwall, Android, iPhone.