Walter Hickey

(423) 289-8257 | walter.a.hickey@gmail.com | Rogersville, TN

Summary

Walter is a Systems Administrator who specializes Storage Area Network with multiple years in government, private and public businesses in developing and maintaining data storage systems and backup infrastructure in both private and cloud environments ensuring that client data is available, secure and recoverable.

Experience

Systems Administrator II | 04/2023 – 07/2023 | Knight Point Systems, a subsidiary of Peraton | Chesapeake, VA

- Manage all aspects of hands-on planning, configuring, implementing, tuning, monitoring and ongoing support of the NetApp environment, which includes ONTAP cluster and 7 Mode, for the United States Coast Guard FINCEN
- Manage all aspects of hands-on planning, configuring, implementing, tuning, monitoring and ongoing support of the Enterprise Backup environment, which includes NetBackup, VTL and physical LTO libraries for the United States Coast Guard FINCEN
- Monitoring and ongoing support of the Fiber Channel switches for the United States Coast Guard FINCEN
- Monitoring and ongoing support for VMware vSphere, which includes VM migrations, template updates, and VM recoveries from snapshots for the United States Coast Guard FINCEN
- Execute day-to-day activities, such as ticket response and recovery requests form BMC Remedy IT Service Management

Infrastructure as a Service System Administrator II | 04/2019 – 04/2023 | Guidehouse | Chesapeake, VA

- Manage all aspects of hands-on planning, configuring, implementing, tuning, monitoring and ongoing support of the NetApp environment, which includes ONTAP cluster and 7 Mode, for the United States Coast Guard FINCEN
- Manage all aspects of hands-on planning, configuring, implementing, tuning, monitoring and ongoing support of the Enterprise Backup environment, which includes NetBackup, VTL and physical LTO libraries for the United States Coast Guard FINCEN
- Monitoring and ongoing support of the Fiber Channel switches for the United States Coast Guard FINCEN
- Monitoring and ongoing support for VMware vSphere, which includes VM migrations, template updates, and VM recoveries from snapshots for the United States Coast Guard FINCEN
- Execute day-to-day activities, such as ticket response and recovery requests form BMC Remedy IT Service Management

NGEN-ENTERPRISE Service Desk Specialist Tier 1 | 10/2018 – 03/2019 | APEX Systems | Norfolk, VA

- Responded to inbound phone calls from Navy personnel and Contractors troubleshooting with Windows 10, MS Office products (Outlook, Internet Explorer, i.e.), Active Directory Accounts, Software and Printers

Enterprise Engineer II | 11/2007 – 05/2018 | IQVIA Incorporated | Chesapeake, VA

- Manage all aspects of hands-on planning, configuring, implementing, tuning, monitoring and ongoing support of the SAN environment
- Manage all aspects of hands-on planning, configuring, implementing, tuning, monitoring and ongoing support of the Enterprise Backup environment
- Coordinate and execute the planning, approval, and implementation of approved Change Management requests.
- Execute day-to-day activities, such as incident/impact response and recovery requests
- On Call Windows System Administrator for Tier II after hours troubleshooting issues

Computer Operator Team Lead | 12/2004 – 11/2007 | Dendrite International | Chesapeake, VA

- Answered incoming calls and/or requests, was responsible for troubleshooting, solving problems and providing resolution to supported users and other team members
- Followed through with users whose issues are not closed on initial contact, which included additional communication to the user, a supervisor, or other support areas within the team
- Acted as the first point of escalation for first-level customer service representatives regarding policy, procedure, troubleshooting, users requiring management intervention, and employee relation issues

Computer Operator II/Computer Operator I | 04/2002 – 12/2004 | Dendrite International | Chesapeake, VA

- Monitor all client systems, resolving and/or escalating any problems that arise during shift
- The running and monitoring of all client system back-up jobs, resolving and/or escalating any problems that arise
- Provided hardware and technical support to the customer support team and acted as a liaison between departments

Certifications

CompTIA Linux+ CE	Expires 07/31/2027
ITIL® v4 Foundation Certificate	Expires 10/10/2026
AWS Cloud Practitioner	Expires 10/21/2025
CompTIA Security+ CE	Expires 08/31/2024
MCSA 2012	Expires N/A
MCSA 2003	Expires N/A
MCP	Expires N/A
CompTIA A+	Expires N/A

Skills

Operating Systems: Microsoft Windows Server 2000/2003/2008/2012, Microsoft Windows OS XP/Vista/7/8/10, UNIX, Linux, AIX

Protocols: Amazon Web Services, Active Directory administration and design, Active Directory Migration Tool, DNS, DHCP, Routing, Remote Access, TCP/IP

Software: VMware vSphere, Veritas NetBackup, Tivoli Storage Manager, HP OpenView Storage Data Protector, Arcserve backup software, Microsoft Office, Brocade Network Advisor, BMC Remedy IT Service Management

Hardware: SAN – (NetApp, IBM XIV, IBM DS8000, HP 3PAR, IBM Brocade DCX, Brocade SAN switches, EMC Clariion CX300, CX500, CX700, CX3, CX4, EMC NAS Celerra, LTO 1-8 tape libraries) Servers (Dell PowerEdge, Compaq/HP ProLiant, HP and IBM)

Education

38 credits toward Business Management | Tidewater Community College | Chesapeake, VA | 1993 - 1994

ComputerTraining.com | Chesapeake, VA | 2007 - 2008

Coursework included: Microsoft Windows XP Professional 70-270, Managing and Maintaining a Microsoft Windows Server 2003 Environment 70-290, Implementing, Managing, and Maintaining a Microsoft Windows Server 2003 Network Infrastructure 70-291, Microsoft Internet Security and Acceleration Server 2000 70-350, Planning and Maintaining a Microsoft Windows Server 2003 Network Infrastructure 70-293, Planning, Implementing, and Maintaining a Microsoft Windows Server 2003 Active Directory Infrastructure 70-294, Designing a Microsoft Windows Server 2003 Active Directory and Network Infrastructure 70-297

High School Diploma | Bayside High School | Virginia Beach, VA | 1992

Related Coursework

IBM Tivoli Storage Manager 5.5 Implementation and Administration (Windows), HP OpenView Storage Data Protector 5.5 Fundamentals, UNIX/Linux Fundamentals, Network+

Security Clearance

Secret Level