

# Eric Denholtz

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## Systems Engineer / Infrastructure Architect / IT Security Consultant

Systems Engineer with 13 years of experience implementing, securing and supporting business IT solutions. Consistent delivery of multiple large-scale mission-critical projects simultaneously, on time and under budget. Excellent organizational communication and interpersonal skills with the flexibility to adjust to changing work priorities.

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### Tools / Languages

- Virtualization - Hyper-V / ESX / Sun
- AD Design & Migration Best Practices
- Automation / Advanced Scripting
- Load Balancing / NIC Teaming / VLANs
- Storage Pooling / RAID Arrays / DFS
- VPN / DNS / WINS / Baseline Security
- RIS, WSUS, RDC, 2 Factor RSA/DUO
- Backup, Volume Management, Imaging
- Office365, Oracle, SharePoint, CRMs
- VBScript / PowerShell / WSH / Batch
- .NET / JScript / CSS / HTML5 / W3C

### Hardware

- X86 / x64 / Sparc / ARM / IBM
- Workstations / Servers / Blades
- SANs Fabric Switches & Bridges
- SUN, Dell, IBM, HP Servers
- Embedded Systems and POS
- Cisco Routers/Switches/Firewalls
- SonicWALL / eSentire / Barracuda
- IDS/IPS / Juniper / NetIQ / iPrism
- Apple G4/G5s / Intel/AMD Devices
- Video Conf. / Telecom / PBX
- Architectural Plotters / Symbol RF

### Operating Systems

- All MS Clients / Embedded
  - Azure / MS Server Platforms
  - Exchange / LCS / OCS / SMS
  - ESX / Enterprise Linux Distros
  - HP-UX / Solaris / BSDs / QNX
  - Apple OS X / iOS / Android
  - IBM iSeries / AS/400 / OS/2
  - NOS / BeOS / Mosix
  - Blackberry Enterprise Server
  - GoodLink / Mobile Manager
  - Drupal / CPanel / many CMS
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## PROFESSIONAL EXPERIENCE

### Consultant / Owner -- ITU Consulting | Flanders, NJ | 2006 -- Present

- Cloud Platform Migrations, needs analysis, 24-hr. remote/managed services, support/security for SMBs & private professionals
- Compliance implementation i.e. SOX, Dodd Frank, FINRA & HIPAA. Business Continuity, Disaster Recovery & Prevention.
- Workflow optimization/automation, scripted backup systems & performance optimizations for efficient maintenance.

### Systems Engineer / Logical Access Security Admin (Contract to Full-Time) -- Realogy | Parsippany, NJ | 2006 – 2009

- Provided support/management for 500+ servers LAN/WAN environment. (Serving over 50,000 users nationwide in 16 Domains)
- Oversaw Sarbanes-Oxley (SOX) control design process and completed assessments, testing and implementation for SOX Data Center Operational Security, Windows and Logical Access Security Administration.
- Migrated entire IT infrastructure (Users, Data and Servers) from IBM managed, owned/operated equipment to all new equipment and Domains. Planned/implemented best practices for Desktop Techs on the client end and for the NOC infrastructure end.
- Assisted in creation of new startup environment for company and led transition from the old parent company, Cendant to Realogy. Planned and designed farm of over 150 servers. Setup and configured clustered FTP and SQL server environments.
- Responsible for all Active Directory Administration on 16+ Domains and multiple unilateral/bilateral Domain Trusts.

### Site Supervisor -- Lanier Professional Services (BASF) | Rockaway, NJ | 2006

- Managed fleet of Ricoh equip. for BASF Corporation serving 184 domestic & 20 international sites: Maintenance & procurement.
- Proposed and executed new processes, procedures and improvements for Lanier's first Global Account, BASF.
- Created customized monthly analytics for BASF executives. Cost Analysis, user and asset management.
- Monthly reporting to reflect Lanier's performance against applicable SLA's and Support Metrics.

### Support Services Analyst -- Linens 'n Things | Clifton, NJ | 2002 – 2006

- Designed intranet self-service portal enabling 1500 corporate users to submit and check the status of new or pending tickets. Within 1 month of rollout, incoming Help-Desk calls decreased 85 percent.
- Resolved 2500+ support tickets a year. Top performer of 5 PC Technicians in final tier of support for the field & home office.
- Entrusted with complete ownership of all Macintosh support related activities for the Marketing and Planning Departments.
- Responsible for deploying hardware to all new stores, gift registry, distribution centers, regional offices as well as facility expansions and relocations. Hardware maintenance, repairs, procurement and license management.
- Remotely managed 1700 PC's via SMS/WSUS over an international infrastructure; Distributed Software, Antivirus & Patch Management. Troubleshoot connectivity over LAN, WAN, Extranet and VPN environments.
- Developed Scripts for profile/machine maintenance. Assembled a centralized management console increasing team efficiency.
- Detected and strategized large scale worm elimination within corporate domain.
- Designed standard system images. Proactive conflict prevention: stability, performance & configuration assessments chain-wide

### Facility Administrator -- CALC Canterbury | Parsippany, NJ | 2001 – 2002

- Administered and upgraded all parts of the training network. Software and hardware troubleshooting.
- Multicast Imaging: load daily curriculum (OS & software environment) for all computers used in 20 classrooms.
- Preserve Inventory and order supplies. Maintain Teacher/Classroom schedules and attendance records.

**Computer Lab Supervisor** -- County College of Morris | Randolph, NJ | 2000 – 2001

- Administered and secured 250 PCs, Projectors and Media Centers. Tutored students with computer related assignments.

**Intern** -- Health Net PHS Insurance | Shelton, CT | 1999

- Installed and upgraded Solaris Terminals. Edited existing BASH scripts. Assisted in security audit, identified vulnerabilities; complied with HIPAA laws.
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#### **CERTIFICATIONS / AWARDS**

**ITIL Foundation Certification** – Budd Lake, NJ | 2013

**Realogy Leadership Award** – For successful large-scale automation project(s) | 2008

**Intermediate & Advanced Apple Certificates** – Essex Computers | Clifton, NJ | 2004

**CompTia A+ and MCSE Certifications** – Parsippany, NJ | 2002

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#### **COMPANY WEBSITE**

[www.ITUConsulting.com](http://www.ITUConsulting.com)

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