Patrick J Burwell

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# SUMMARY

· Strong professional leadership on complex Infrastructure assignments/projects as the infrastructure subject matter expert
· Proven ability to analyze problems, root causes, and develop innovative solutions to business challenges and streamlining operations
· Lead Technical consultant responsible for analysis, engineering
· Solution Provider working with development teams toward information technology resolutions
· Ability to learn new complex procedures efficiently
· Excellent systems/hardware knowledge
· Excellent client facing customer service skills
· Excellent project and team leadership skills
· Strong attention to detail
· Strong organizational and analytical skills
· Technical project management skills

# EXPERIENCE

*Infosys Ltd,* ***System Engineer/Infrastructure Expert/Cloud Engineer***

## Apr 2019 - Dec 2024

· Worked a MSP team providing technical support for clients across multiple locations, both onsite and remotely, in support of IT department projects and infrastructure initiatives for Infosys Limited and Infosys Australia
· Wrote and debugged hundreds of PowerShell 5.1 scripts for efficiency
· Used Service Now for change management request, deployments and business processes.
· Used Azure for application and server management, from Graph PowerShell Module scripts for configuration data management and deployment.

· Managed large-scale server and data migrations ad upgrades, including Windows Server (2012R2 to 2016/2019 and 2022 installs) for multiple clients
· Designed and implemented the Identity and Access Management (IAM) solutions, ADFS to AD Connect (MS Entra ID) migration, for Black and Veatch
· Conducted whole data center moves, for clients such as Verizon Wireless, Compass USA, CirCor (DOD), and Vanguard.

· Performed Active Directory Services administration and management to include design, cleanup and routine maintenance and configuration.

· Supported critical infrastructure data migration from site to site, migrating application data from mergers and acquisitions (M&As)

· Conducted server moves using VMware
· Performed end-of-life upgrades for Windows Server 2003/2008R2/2012R2 to newer platforms (2016/2019)

· Conducted virtual/physical server environments upgrades for VMware, Azure, and Citrix environments
· Implemented and managed Azure security protocols for Hybrid MFA, SSO and Microsoft Entra ID
· Worked actively in Azure Active Directory and Windows Active Directory for the newly implemented hybrid infrastructure
· Standardized, implemented and managed security protocols for SSO on multiple VCenters
· Resolved the environment security problems preventing the Exchange Server 2019 CU15 (Cumulative Update 15) upgrade from Exchange Server 2019 CU14 with the Global Admin in Active Directory, after performing the upgrades to support the new version, managing Office 365 remotely, on premise, clustered enterprise environment (using PowerShell script to determine issues and collect logs)

· Led technical aspects of the Sybase 16 upgrade, data migration and update, for MetLife's in-house claims applications on Citrix, VDI, VMware, and AWS cloud infrastructure
· Multiple times, completed hands-on problem-to-resolution Service Now tickets for Microsoft Server, Data and Azure teams for the cloud migrations (tenant to tenant and virtual to tenant), working directly with the Global Administrator of the client to ensure success, owning each step, while working the vendor support ticket I opened for the client with Microsoft support on the call in MS Teams
· Scheduled and managed multiple MS Teams calls for vendor resolutions, troubleshooting, and determinations to resolutions.

Managed and led application system upgrades (e.g., Sybase) and new application deployment to Microsoft and Linux servers, reconfiguring all data connections as part of the process

· Used Service Now at multiple clients for change management request, deployments and business processes
· Used Azure for application management and deployment
· Supported teams administering user access, device enrollment, and profile creations for applications in Intune.

· Assisted in the analysis, troubleshooting, and integration of Unix and mainframe connectivity, storage upgrades and installations
· Performed SAN Snapshot and Cloning, utilized Native Data Migration Tools (rsync, etc.), utilized migration tools, like Zerto, VMware VCenter Connect, Managed Engine

· Collaborated with client SCCM teams to ensure successful application upgrades and new installs

· Led offshore teams in providing assessments, dependencies, and compatibility upgrades for applications (AppDNA) and server migrations

· Delivered infrastructure support for clients across various industries, ensuring seamless transitions and improved system performance
· Audited server, domain and forest admin accounts utilizing multiple means (AD exports, PowerShell scripts) to identify security holes and reported recommendations
· Identified and resolved multiple brute-force hack attempts from external access nodes to client ADFS and made recommendations for remediation, while securing accounts with scheduled PowerShell scripts I wrote
· Performed inter-forest migrations for more than 10 different client’s domains mergers and acquisitions
· Responsible for domain migrations of email (Exchange online and non-exchange), O365, Azure tenant and data for site locations that were merged into the company using various tools (Zerto, VCenter Connect, PowerShell Azure CLI scripts, etc.).
Responsible for day to day support ticket escalations of the highest level in vCenter 6.5-8.0, M365, Active Directory and SharePoint for users counts of hundreds to 25,000 plus
· Managed entire network and system infrastructure, planning and coordinating with the server managers on top projects, implementing jump systems to make the organization more streamlined for business continuity and disaster recovery.
· Administered Windows Server 2008 -2022 – Forests, Multi-Domain and single one way and two way trusts, Azure Active Directory (AAD)
· Researched acute, complex, technical problems within the environment and developed plans to resolve
· Worked closely with other client managed service providers and senior IT staff, facilitating collaborative work teams, to resolve any infrastructure issues (Network Services, Security Teams, Server Admins, Backup and Storage team, etc.).
· Collaborated with security teams to address critical vulnerabilities as the MSP senior resolution engineer, effectively resolving complex issues that had been escalated beyond our department's capabilities
· Identified and resolved security issues from previous faulty implementations, effectively persuading the client to tackle critical DNS, WINS, DHCP, ADDS, and GPO Distribution problems while engineering Active Directory users and security groups within their organizational units
· Reviewed and adjusted existing IAM processes (provisioning, de-provisioning, certification renewals, etc..) to ensure that they are aligned with industry best practices, where requested
· Wrote and debugged hundreds of PowerShell 5.1 scripts for efficiency, training hand-over client engineers in their use and scheduling
· Performed Active Directory Services administration and management to include design, cleanup and routine maintenance and configuration to create AD environment management documentation for the client
· Developed, updated, documented, and managed GPOs, with their security, across complex multiple domains, forests, and network environments to ensure configuration efficiency and alignment with industry best practices, where requested

*CGCS Inc.,* ***Systems Analyst IV***

## Dec 2018 - Jan 2019

Provided infrastructure support for Microsoft Windows Server 2012R2 operating systems running in VMware 5.1 and 6.0 within the Financial Services environment

Evaluated and reported on system environments, security, and access in preparation for modernization, system upgrades, and operational changes

Conducted troubleshooting of automation processes using tools such as AutoSys 11 (CA Workspace), Splunk (ITSI), and PowerShell 5, ensuring smooth and efficient system operations

Collaborated with the Card Services Project Manager to define new automation script requirements, identify solutions, and implement remedies to streamline processes

Documented and tracked all resolutions in ServiceNow, contributing to the Knowledge Base and maintaining synchronization with OneNote and SharePoint for knowledge sharing

Supported ongoing infrastructure and operational improvements, contributing to the overall efficiency and performance of Card

Services systems

*Mondo, Inc.,* ***IAM Technical Analyst I***

## Jun 2018 - Oct 2018

Managed and supported IT integration during organizational changes, including user additions/changes and updates to security groups

Served as the primary point of contact for all access requests, including vendor VPN access and shared drive permissions Collaborated with Infrastructure Project Managers, Identity Teams, and Business Users to define, prioritize, and address access requests while assessing security and SOX compliance risks

Documented and tracked all approved access requests, ensuring compliance and proper record-keeping

Worked with cross-functional IT teams (Identity, Security, Networking, Storage and Applications) to execute approved access changes Partnered with IT Infrastructure Project Managers to prepare accounts for clean-up and migration, supporting ongoing IT infrastructure improvements

## Global Point Inc., **Systems Engineer** Sep 2017 - May 2018

Conducted Microsoft Active Directory engineering tasks, including imaging, hardening, and maintaining servers (Windows Server 2008R2, 2012, 2016) across physical, virtual, and Hyper-V environments, storage points and data migration requirements.

Managed Microsoft Server 2016 (Core & GUI), 2012R2, and 2008R2 versions on physical servers, Xen, Hyper-V, and VMware platforms, performing server snapshots and P2V (Physical-to-Virtual) migrations using vCenter

Installed and maintained File and Print Servers, SAN storage points, Active Directory full trust forests and domains (2003-India and 2008R2-USA), and ensured seamless replication, managing FSMO role transfers personally

Administered Domain Controllers (Primary, BDC, RODC), troubleshooting replication issues and performing necessary repairs and installations

Deployed and maintained server, workstation, and Office patches across the entire Active Directory Forest using Windows Server Update Services (WSUS) for both physical and virtual environments

Installed and maintained Empower (FR2 and FR3) servers to support pharmaceutical manufacturing storage data recording, ensuring FDA and DEA compliance
Repaired and reinstalled Citrix Xen 6.5 and 7.5 servers, and SAN Luns from backups, following multiple ransomware attacks, including .io incidents

Provided recommendations for improved security, including the installation of validated antivirus solutions
Provided OneDrive user support post migrations

*Axelon,* ***Systems Engineer, VMware Engineer, HP ALM 11 Validating Analyst***

## Oct 2015 - Dec 2016

Decommissioned Microsoft Windows computer application hardware (physical and virtual) and migrated systems to VMware Windows environments (Windows XP, 7, 10, 2003, 2008, 2012 Server) using vCenter, ensuring proper archiving and presentation of GMP (GxP) data, decommissioning data units (like SAN LUNS and drive arrays)

Configured migrated production systems to function in isolated virtual environments (no Active Directory, no Microsoft Patching) using VMware 4.1 and 5.5

Managed various server environments, including SuSE (SLES 9.x-11.x), RHEL5, RHES 4-6.x, and Microsoft Windows Server across all versions, utilizing PowerCLI for snapshot management

Vetted and documented all procedures, personally writing standardized SOPs and HP ALM 11 procedures as the decommissioning department's technical writer

Executed GxP and non-GxP changes, following release management processes, and change control protocols, to ensure compliance and consistency

## Accolite Inc, **System Engineer** Aug 2015 - Sep 2015

Provided on-site Active Directory support, managing workstation objects and printer container groups for the integration of newly acquired hospitals into the CHS corporate network

Supported ongoing corporate integration efforts to standardize network infrastructure, storage, and backup, across newly acquired facilities to the existing CHS environment requirements

Assisted in ensuring seamless integration and connectivity to the CHS corporate network standard during the project

*Oxford Corp,* ***Windows Server Engineer***

## Jun 2015 - Sep 2015

Provided on-call and live support for DST Health Solutions during their migration from Windows Server 2003 hardware to VMware 5.1-hosted Windows Server 2008R2 x64 systems

Installed and configured CGS application (a newer version of Documentum) on Windows Server 2008R2, tailoring the setup to meet the client’s specific environment and requirements

Ensured smooth migration and operational continuity, troubleshooting and resolving issues as they arose

## A & A Control System Consulting LLC, **Senior Windows Server Engineer** Sep 2014 - Oct 2014

Led the upgrade of SCADA systems from Microsoft Windows 2008 Active Directory (AD) servers to Windows Server 2012 on HP DL380 Gen8 hardware

Built and configured Remote Site Read-Only Domain Controllers on HP MicroServer Gen8 hardware, ensuring seamless integration with the new 2012 AD network

Racked, installed, and configured operating systems, integrating new servers into the AD domain after teaming Broadcom NICs for SCADA LAN interaction with the updated IP scope.

Managed the physical relocation and installation of systems and storage in the Backup Command Center at the Macungie/Emmaus, PA data center

Developed, tested, and implemented a custom ImageX disaster recovery solution, creating a bootable WinPE 5.1 USB drive with injected drivers for HP hardware

Created and successfully tested a disaster recovery solution for the MicroServer Gen8 Domain Controller, using SysPrep and HP recovery partitions to restore imaged partitions

Received training in SCADA 7.4 and 7.7 RCA control operations and troubleshooting, enhancing system management and issue resolution capabilities

## Experis/Manpower Group, **Linux Support Admin** May 2014 - Jun 2014

Administered and supported utility client systems, including Windows 2000-2008, Linux RedHat 5.3-6.2, and HP-UX 11.x environments

Successfully completed the 2025 Nuclear Power Security Certification (NERC), ensuring compliance with industry security standards

Managed and maintained critical infrastructure systems remotely, contributing to the smooth operation of the client’s IT environment

Position ended following the client’s internal announcement of a company split, which included the spin-off of a nuclear facility

## HCL America at Merck Pharmaceuticals, **Senior Server Engineer** Jun 2012 - May 2014

Maintained and supported the OpenLab/LabWare LIMS5 system for the R&D Lab, managing IP-connected Perkin-Elmer/Fisher instrumentation for drug research imaging and testing

Administered AIX 6.2.0 systems running Tivoli Storage Management (TSM) 6.1 for server and application data backup, imaging, and automation of Merck’s High Availability (HA) operations centers, including operation of the IBM 3494 Tape Library.

Provided Senior Windows/Linux system administration and Level 2 networking support for Linux RedHat (5.3-6.3), SuSE (SLES 9.x-11.x), and Windows 2008 servers, both physical and virtual (VMware 4), supporting systems at Merck’s High Availability operations centers in Lansdale and North Wales

Managed and supported High Availability Linux clusters running on HP C7000 BL460c GEN8 blades and DL model HP virtual servers, ensuring reliable operations for the Pharma R&D facility

Identified and resolved Legato Tape System, for data storage, the technical issues with the older hardware, providing root cause analysis, escalating to vendor support when necessary

Evaluated ROI and led the retirement of older IBM cluster technology to DDN Storage Area Network High-Capacity **Peta-Byte Storage**, consolidating system operations automation, and transitioning out-of-service IBM, HDS (Hitachi), and HP storage hardware
Performed multiple data moves and upgrades for the data transition utilizing vendor native storage schedulers and tools

*Pomeroy,* ***IT Staff Augmentation Senior Systems Engineer (Windows/Linux/Infrastructure Expert)***

## Oct 2011 - Dec 2011

Supported the successful migration and integration of IT systems during a Blue Cross franchise buy-out, working with Windows, Linux (RHEL5 and Scientific Linux), and AIX (i5) systems

Administered and integrated diverse server environments to ensure smooth transition and operational continuity during the buyout process

Collaborated with cross-functional teams to ensure systems compatibility and streamlined migration across multiple platforms Completed the project successfully within the contract timeframe, ensuring all system operations were transitioned and integrated as per project specifications

# EDUCATION and TRAINING

# Microsoft Windows (2022, 2019, 2016, 2012R2, 2008R2): Installation, analysis, administration, maintenance, Active Directory (up to 2016)

AWS SysOps Associate Training

Azure – AZ-104 Certification

SCCM (step 1807)

(All Certification from Udemy - Paid Online Training)

Advanced Linux Server Certificate, 2000 Major- Advanced Linux, SCCC (Sussex County Community College), Community

Certified Electronics Tech, March 1996
Dover Business College, Dover, NJ, USA – Trade Diploma Awarded, Major- Electronics, Minor- Network Systems Administration, Server Maintenance, PC Repair, AC/DC Circuitry - GPA- 3.7 out of 4.0, Honors- Cum Laude

Engineering Math I-III, Central Piedmont Community College, Charlotte, NC, 1993

US Army Air Traffic Control School Diploma, October 1981 (Airport/Management Training)

Enterprise High School Diploma, May 1980 (Physics, Trigonometry, Technical Writing, JROTC)