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| **Patrick J BurwellPatrick.Burwell@Outlook.com**  (570) 620-7586 (mobile)  Saylorsburg, PA |

**PROFESSIONAL SUMMARY**

Experienced in Systems Engineering, Infrastructure Administration, Systems Analysis and Maintenance. I have extensive experience installing and maintaining Microsoft Windows Servers in Active Directory Enterprise environments, both globally and locally, virtually and physically, on-premise, in the cloud and in a hybrid Azure network. I have worked heavily in Active Directory, Office 365 support, server administrative support, Group Policy, and have manually maintained Microsoft Windows Server 2022, 2019, 2016 and more. I have worked on Microsoft Exchange, Microsoft shell products, all the way back to DOS 5.0, and up to PowerShell 7.3.4 for scripting; I have engineered, configured, and migrated production systems to work in private, internal, and virtualized VMWare environments, on-premise and in global cloud hybrid networks, for single domains, whole forests, and multiple global sites. I have vetted and documented procedures, written Standardized Operating Procedures (SOP) for multiple clients, including the US Army, trained new employees, worked with vendor support, and fully documented any new processes. I have executed GxP and non-GxP controlled document changes, utilizing release change management processes, and worked through multiple client change control procedures.

**EXPERIENCE**

**InfoSys.com, Ltd | Saylorsburg, PA**

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| *System Engineer/Infrastructure Expert* | 04/2019 - 01/2025 |

\* Led a team providing technical support for clients across multiple locations, both onsite and remotely, in support of IT department projects and infrastructure initiatives

\* Managed large-scale migrations, including Windows Server (2012R2 to 2016/2019), ADFS to AD Connect (MS Entra), and data center transitions for clients such as Verizon Wireless, Compass USA, CirCor DOD, and Vanguard

\* Supported critical infrastructure transitions, including end-of-life upgrades for Windows Server 2003/2008R2/2012R2 to newer platforms (2016/2019) and virtual/physical server environments (VMware, Azure, Citrix)

\* Led technical aspects of the Sybase 16 upgrade for MetLife's in-house claims applications on Citrix, VDI, VMware, and cloud infrastructure\

\* Provided hands-on support for cloud migrations, app system upgrades (e.g., Sybase), and application deployment to Microsoft and Linux servers

\* Assisted in the analysis, troubleshooting, and integration of Unix and mainframe connectivity

\* 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

**CGCS Inc. | Parsippany, NJ**

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| *SYSTEMS ANALYST IV* | 12/2018 - 01/2019 |

\* 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

\* Troubleshot 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. | Allentown, PA**

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| *IAM TECHNICAL ANALYST I* | 06/2018 - 10/2018 |

\* 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, 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. | Central Islip, NY**

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| *SYSTEMS ENGINEER* | 09/2017 - 05/2018 |

\* Conducted Microsoft Active Directory engineering tasks, including imaging, hardening, and maintaining servers (Windows Server 2008R2, 2012, 2016) across physical, virtual, and Hyper-V environments
\* 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, Active Directory full trust forests and domains (2003-India and 2008R2-USA), ensuring seamless replication and managing FSMO role transfers
\* 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 data recording, ensuring FDA and DEA compliance
\* Repaired and reinstalled Citrix Xen 6.5 and 7.5 servers following multiple ransomware attacks, including .io incidents
\* Provided recommendations for improved security, including the installation of validated antivirus solutions

**Axelon | Peapack, NJ**

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| *SYSTEM ENGINEER,VMWARE ENGINEER,HP ALM 11 VALIDATING ANALYST* | 10/2015 - 12/2016 |

\* 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
\* 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 | Sharon, PA**

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| *SYSTEM ENGINEER* | 08/2015 - 09/2015 |

\* 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 across newly acquired facilities
\* Assisted in ensuring seamless integration and connectivity to the CHS corporate network standard during the project

**Oxford Corp | Harrisburg, PA**

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| *WINDOWS SERVER ENGINEER* | 06/2015 - 09/2015 |

\* 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 | Brienigsville, PA**

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| *WINDOWS SERVER ENGINEER* | 09/2014 - 10/2014 |

\* 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 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 | Allentown, PA**

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| *LINUX SUPPORT ADMIN* | 05/2014 - 06/2014 |

\* 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 | Lansdale, PA**

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| *SENIOR SERVER ENGINEER* | 06/2012 - 05/2014 |

\* 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 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 technical issues, providing root cause analysis, escalating to vendor support when necessary
\* Evaluated ROI and led the retirement of older IBM cluster technology to DDN SAN High-Capacity Peta-Byte Storage, consolidating system operations automation, and transitioning out-of-service IBM, HDS (Hitachi), and HP hardware

**Pomeroy | Wilkes-barre, PA**

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| *IT STAFF AUGMENTATION Senior Systems Engineer (Windows/Linux/Infrastructure Expert)* | 10/2011 - 12/2011 |

\* 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 buy-out 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

**Smart Source Inc. | Raymond, OH**

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| *SYSTEM ENGINEER**HP Blade Specialist* | 07/2011 - 10/2011 |

\* Administered and supported 700+ HP Blades (high and low-density models) in a managed services contract for Honda Automobile's Research and Development department, ensuring optimal performance and system management integration
\* Developed, updated, and documented business processes for the HP 460c Blade (c7000 enclosure) administration to facilitate a smooth handoff to a permanent local hire after the initial 90-day contract
\* Provided Tier 3 escalation support for the client’s Help Desk, resolving complex issues related to root cause analysis, change management, and Active Directory management
\* Supported Altiris package management for system operations automation, ensuring proper SCCM/SMS package deployment for system updates and configurations
\* Performed SQL client/server database administration as a senior systems engineer, supporting the client’s database infrastructure
\* Successfully completed the short-term contract, with a permanent position offered but declined due to housing market challenges

**iQor, Inc. | Parsippany, NJ**

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| *VP of Technology, Senior Systems Engineer (VMware/Windows/Linux)* | 02/2007 - 03/2011 |

\* Managed and maintained 22 C7000 enclosures with HP BL460cG1 and G2 blades, overseeing the operation of 200+ HP servers in a large-scale data center environment.
\* Provided system administration and support for physical and virtual server infrastructure, ensuring high availability, performance, and security
\* Worked collaboratively with security teams to enforce and maintain technology security protocols across the data center infrastructure
\* Performed regular system monitoring, troubleshooting, and performance optimization to ensure uptime and reliability of critical business applications
\* Managed hardware configurations, system upgrades, and patch management, ensuring systems were up-to-date and compliant with internal and external standards

**MILITARY SERVICE**

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| **US Army, 1980-1984** |  |
| *HONORABLE DISCHARGE* |  |

References are available upon request **Derek Hill, Systems Architect
Infosys.com****Mailto:DerekXH22@gmail.com** **1(901)326-7340**

**Greg Jackson, Manager, Systems Engineering
Verizon.com****Mailto:GregPJackson405@gmail.com** **1(405)642-9308**