Patrick J Burwell

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SUMMARY

Provides content/professional leadership on complex Infrastructure assignments/projects as the infrastructure subject matter expert. Serves as a technical consultant responsible for analysis, engineering and works with development teams toward information technology solutions.

EXPERIENCE

Infosys.com, Ltd, **System Engineer/Infrastructure Expert/Cloud Engineer**
Apr 2019 - Jan 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., **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
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., **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, 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

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, System 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

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 across newly acquired facilities

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, 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 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 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, ***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 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