

# Aden J. Shures

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## IT Network / Systems Administrator

Accomplished IT professional with 17 years of progressive network systems administration experience in a diverse range of technologies within multiple industry settings. Proactive self-starter adept at moving into new environments and leveraging existing knowledge to quickly adapt to emerging technologies. Strong "hands on" technical abilities and highly developed problem-solving proficiency. Personable individual with excellent communication and collaboration skills to lead and work in concert with diverse groups effectively.

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### **Ticketmaster — Pharr, TX Information Systems Coordinator**

**August 2011 to November 2014**  
[ticketmaster.com](http://ticketmaster.com)

Performed installation, maintenance, and technical support for Contact Centers voice and data computer systems both domestic and global with the world's third largest ecommerce company. Worked within multiple datacenters utilizing high availability clustering and leveraging virtualization technologies. Scope of responsibilities included over 400 servers and 1000s of workstations on multiple continents including North America, Europe, and Australia.

- **Deployed a state of the art Windows 2012 domain encompassing datacenters and production sites spanning the globe**
- **Installed an enterprise class Websense environment with centralized management controlling and filtering Internet traffic for all US based production facilities**
- **Implemented Quest InTrust & Change Auditor systems to gather, analyze, and provide real-time alerting and reports for all server and workstation security logs and events as required for PCI Payment Card Industry compliance**
- **Migrated US Contact Centers from windows XP workstations to all Windows 7 and above clients**

### **Physician Home Care Services Plus — Bloomingdale, IL Information Technology Director**

**July 2009 to April 2011**  
[phcsplus.com](http://phcsplus.com)

Responsible for the complete development and support of all information technology systems and services for a new highly successful startup company / 16 Doctor medical services provider. Designed, Installed, and configured all network equipment, Internet services, servers, workstations, and software.

- **Assured all HIPAA standards achieved to meet government requirements for the security and privacy of health data**
- **Navigated operations from paper based record keeping to Electronic Health Records resulting in dramatically improving efficiencies**
- **Performed 3 separate network systems migrations to new facilities from company success leading to rapid growth and expansion**

### **Vmark — Chicago, IL Technical Support Specialist**

**September 2004 to May 2009**  
[vmarkusa.com](http://vmarkusa.com)

Senior member of a network and systems administration team providing the technical support to 11 direct marketing companies with combined revenues of 300 million and employing over 1500 people. Duties included design, implementations, operation, maintenance, and support of all information technology equipment and services for a large enterprise multi-site network encompassing over 120 servers and 1000+ workstations.

- **Migrated all independent company networks to single corporate unified domain forest**
- **Upgraded domain from Windows Server 2000 to Windows Server 2003**
- **Implemented managed client security applications including Active Directory Group Policies, Symantec Corporate Antivirus, and Windows Server Update Service**
- **Provided the lead technical support for a vast assortment of various types of computer controlled manufacturing equipment**

**Sewer Equipment Company of America — Chadwick, IL**  
**Information Technology Manager****August 2002 to December 2003**[sewerequipment.com](http://sewerequipment.com)

Responsible for the implementation and management of all computer operations for a mid-size manufacturing company with annual revenues of 50 million. Revamped and/or replaced all existing computer systems while greatly improving and expanding network capabilities and services. Cost savings exceeded \$100K resulting from the building and maintaining in-house of data systems and wireless network connections, annual savings exceed \$25K

- **Setup/Installed Windows 2000 Servers, Workstations, and Domain**
- **Deployed Made2Manage ERP system**
- **Installed 5 mile Wireless WAN link connecting remote production facilities**
- **Installed Cisco Internet T1 & Point-to-Point T1 connections from corporate office in Glenview IL to production facilities in Chadwick IL**
- **Implemented Symantec Corporate Antivirus & VERITAS Network Attached Storage Backups**

**CGH Medical Center — Sterling, IL**  
**PC/LAN Specialist****June 1999 to March 2000**[cghmc.com](http://cghmc.com)

Contracted to update and insure computer systems Y2K compliant. Researched and implemented the necessary updates required for the correct 2000 year functioning of all IT equipment for a large 1000+ node hospital network with numerous offsite locations. Systems updated included network, servers, workstations, and specialized computer controlled medical equipment.

- **Achieved 100% correct functioning of all computer equipment after year 2000 millennium changeover**

**Essex Computers — Sterling, IL**  
**Computer Technician Manager****August 1997 to April 1999**[essex1.com](http://essex1.com)

Led a 12 member technician staff for the largest computer & Internet service provider of northwest Illinois. Supported all types of computer equipment and business networks in addition to manufacturing custom computers. Provided Internet services including dial-up, DSL, DS Lines, webhosting, and email services to businesses and individuals of a market area covering 29 cities and towns spanning Chicago to Iowa.

- **Senior Computer Technician**
- **Promoted to management within one year of hire**
- **Responsible for the operations and supervision of technical staff**

**Ryan's Amoco — Springfield, IL**  
**Service Manager****March 1992 to June 1997**[bp.com](http://bp.com)

Manager of an independently owned full service automotive service and repair facility. In addition to being the lead mechanic, responsible for all other aspects related to the operation of the facility.

- **Achieved ASE Automotive Certifications in 6 areas of expertise (Engine Performance, Engine Repair, Electrical & Electronic Systems, Suspension & Steering, Brakes, Heating & Air Conditioning)**
- **Performed service on all makes, models, and types of vehicles**
- **Upgraded the business from a paper based operation to a completely computerized system interfaced directly to suppliers**

**Illinois House of Representatives — Springfield, IL**  
**Speaker of the House Administrative Staff****September 1988 to August 1991**[ilga.gov](http://ilga.gov)

At the state capital, assisted top elected officials of state government with their legislative duties in the 86th General Assembly. Attended committees, meetings, and chamber sessions collecting and coordinating information for Democratic Leadership.

- **At the conclusion of the General Assembly, recognized by leadership for outstanding work and dedication above and beyond that of peers**

**City Water Light & Power — Springfield, IL  
Lake Security Water Patrol Officer****June 1988 to August 1988**[cwlp.com](http://cwlp.com)

By boat, enforced waterway rules and regulations for the city municipal electric and water utility for Springfield, Illinois. Lake Springfield is the primary source of drinking water for Springfield and one of Central Illinois' premier recreational resources.

- **Successfully maintained safety with only warning tickets issued never needing to write a citation for 2nd infractions**

**United States Army — Spangdahlem, Germany  
Air Defense Operations and Intelligence Assistant****July 1986 to June 1988**[army.mil](http://army.mil)

While stationed on Spangdahlem Air Force Base, worked with the command staff of the Air Defense Battalion to implement unit operations and procedures.

- **Top Secret military clearance**
- **Earned the title of Distinguished Graduate by earning a perfect 100% score in all areas of Advanced Individual Training**
- **During a two year enlistment, received three promotions achieving the rank of Private 1st Class**
- **Traveled extensively in Europe becoming an expert skier in the Alps**

**Holiday Inn — Springfield, IL  
Porter****November 1984 to June 1986**[holidayinn.com](http://holidayinn.com)

Maintained cleanliness of public areas including lobby, swimming pool, and all internal and external hallways. Setup banquet rooms in various configuration large and small for assorted activities and functions. Delivered all guest requests including transportation to and from the facility.

- **Worked fulltime while also attending high school fulltime**

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<b>Skills:</b>	Network Engineering, Systems Integration, Software Implementations, Migrations, Operations, Technical Support, Security, High Availability, Remote Administration, Scripting, Disaster Recovery, Training
<b>Hardware:</b>	Cisco, Dell, IBM, HP, Compaq, 3COM, Routers, Switches, Servers, Workstations, Laptops, Printers, Plotters, Scanners, RAID, SCSI, NAS, SAS, Other Peripherals
<b>Operating Systems:</b>	Microsoft Windows 2003, 2008, 2012, Vista, 7, 8, DOS, MAC OS 10.x, Linux, Cisco IOS, ESX
<b>Applications:</b>	MS Active Directory, MS Exchange, SQL, IIS, WSUS, SMS, Clustering, Citrix, VMware, Quest, Symantec, Veritas, Brightstor, MS Terminal Server, MS Office Suite
<b>Networking:</b>	LAN/WAN, TCP/IP, IPX/SPX, RIP, VOIP, Multicast, NAT, VPN, DHCP, DNS, WINS, SNMP, FTP, SFTP, TELNET, SSH, POP, IMAP, SMTP, Ethernet, Wireless 802.x

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**Certifications – Microsoft MCP, CompTIA A+  
Associates in Science Degree Information Technology – Sauk Valley College 2002  
Distinguished Graduate Operations and Intelligence Specialist – U.S. Army 1986  
Graduate – Springfield Southeast High School 1986**

*Professional references gladly provided upon request*