



Benjamin Chase
238 Thomson Lane, Unit 2
Oregon, WI 53575
608.318.3805
<http://www.chaseoriginal.com/resume/bgc>

PROFESSIONAL SUMMARY

An IT professional, focused on quality, with over 15 years of wide-ranging experience. Adept at architecting, implementing, and supporting solutions based on analysis of client needs.

TECHNICAL SKILLS

- Microsoft Windows Operating Systems (15+ years)
- Microsoft Exchange (10 years)
- Microsoft Active Directory (12 years)
- Disaster recovery, business continuity, and other backup solutions (10 years)
- Routers, Switches, and Firewalls (10 years)
- (VPN) Virtual Private Networking Technologies (12+ years)
- Virtualization Technologies (7 years)
- Linux Server Administration (5+ years)
- LAMP servers (7 years)
- (SSH) Secure Socket Shell (12 years)
- Penetration Testing (2 year)
- Packet Tracing / Capture (5 years)
- Scripting (10 years)
- Monitoring (2 years)
- Networking Technologies (10 years)
- Apple Devices (7 years)
- Mobile Device Management (5 years)

PROFESSIONAL EXPERIENCE

Genus, PLC

February 2015 – August 2017

IT Infrastructure Security Support Engineer

*Experiences and Accomplishments in my role as a **IT Infrastructure Security Support Engineer**:*

- Lead initiative to provide better monitoring and reporting for the IT infrastructure in the organization globally
- Supported, assisted, and collaborated with other teams in the organization to provide world class customer service to the business
- Reviewed, assessed, and provided a plan for key wireless infrastructure upgrades.
- Improved efficiency in several areas using PowerShell scripts for automation
- Improved processes and implemented technologies to better support all the PIC GTC production farms in North America
- Assisted and supported the science IT team as they brought in new technologies and maintained the existing cluster environments.

Information Technology Professionals, LLC (ITP)

March 2014 – October 2014

Business Information Technology Consultant, Team leader

*Experiences and Accomplishments in my role as a **Business Information Technology Consultant and Team Leader**:*

- Lead architect and project manager for several projects upgrading business systems for a major law firm in the Madison area which improved user productivity and overall business system continuity and availability
- Supported and assisted in developing skills for the Madison engineering team



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- Designed and built an information technology management system using SharePoint for a major law firm in the Madison area allowing change management for all IT related tasks, documentation organization, and asset management for the entire organization.
- Implemented Citrix solutions to provide seamless user desktop experience with "in the cloud" deployments

Paragon Development Solutions (PDS)

June 2010 – February 2014

Information Technology Process and Infrastructure Consultant

Experiences and Accomplishments in my role as an IT Process and Infrastructure Consultant:

- Lead system transition from Windows NT 4 to Windows Server 2008 systems for a company with a dozen WAN sites. Scripted migration of workstations, users, and data to new servers.
- Designed group policies for a health care provider with over 60 locations, based on organizational requirements. Taught client IT staff how to craft such policies, easing future administrative work.
- Reviewed Microsoft systems and Active Directory for a non-profit organization. Highlighted and addressed issues, trained Unix admins to make use of and manage Microsoft servers.
- Designed secure deployment of 150 printers via group policy at a financial institution. Restricted access to printers and queue maintenance by security group membership, ensuring control of printed material and streamlining staff changes.
- Implemented Small Business Server for a freight company. Integrated existing applications. Established secure remote access to the systems they need to track and manage their business.
- Audited Active Directory for a school district with 1,900 students. Ensured distribution groups and organizational units were ready for staged migration to cloud-based email system.
- Lead domain consolidation for a health care provider's Illinois offices. Architected migration, group policies, and user management processes. Ensured employees could continue to see patients as systems and accounts were moved to new domain.
- Resolved group policy issues for a firm with sites in multiple states. Addressed time synchronization issues across WAN. Ensured policies were delivered properly and consistently.
- Crafted road-map for new state agency, including Active Directory, servers, and network infrastructure. Delivered over one hundred page document detailing all aspects of the design.
- Assisted clients in evaluating whether and how to support mobile devices and BYOD initiatives. Built customer confidence, and developed business opportunities.
- Served as sales engineer for MobileIron and enterprise mobility opportunities. Co-authored a documented delivery process for mobility engagements, allowing for focus on the client's needs. Ensured communication occurred appropriately, as needed, throughout implementation projects.
- Integrated Microsoft SCEP with MobileIron's MDM solution to provision digital certificates to 500 mobile devices. Provided employees secure access to organizational resources.
- Evaluated Mac OS support issues in a multinational manufacturer's enterprise network. Recommended leveraging SharePoint instead of SMB file shares. Ensured client needs were met.
- Served as trusted technology advisor for several organizations.

Core Business Technology Solutions (formerly Inacom Information Systems)

June 2009 – April 2010

Information Technology Security and Infrastructure Consultant

Experiences and Accomplishments in my role as a Security and Infrastructure Consultant:

- Provided over one hundred and fifty pages of detailed build documentation around best practices for PCI compliance and server hardening for compliance standards. Built and deployed Red Hat enterprise web servers running Apache and Tomcat based on the build documentation. This provided a methodology and repeatable process for the organization to provide PCI compliant hosted web services to many Fortune 500 companies.
- Integrated Red Hat Linux servers into Active Directory providing much needed support for centralized authentication, documented the process and configuration required to provide a repeatable process allowing improved security and a standard and centralized authentication mechanism reducing security issues due to human error and time required to manage multiple authentication databases
- Built a thin client for Citrix resource access and web browsing capabilities, based on Ubuntu Live CD for a medical organization which allowed older hardware to be recycled and reused saving the organization a substantial amount both financially and in resources.
- Assisted in the Implementation of RSA envision for Madison Metro School District and US Oil providing a more secure and stable environment increasing productivity
- Assisted in the implementation of Cisco Telepresence for an educational institution allowing the implementation of distance learning providing more options for students needing training but not having the schedule that would allow attendance in the normal class due to time or location.



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DirectNetworks Inc.

December 2007 – April 2009

Trusted Information Technology Advisor and Consultant

Experiences and Accomplishments in my role as a Trusted IT Advisor and Consultant:

- Performed a very structured and consistent array of maintenance tasks for medium to small organizations providing IT support for organizations unable to budget for a full time staff position. Offering suggestions and advice to improve productivity, and implementing changes when needed.
- Project based implementation of servers, server upgrades and software roll-outs
- Implementation and integration of SANs and virtualization technologies for more efficient data centers for a number of organizations including financial institutions, manufacturing, healthcare, and research organizations
- Analysis and troubleshooting of network infrastructure
- Help Desk support for all clients and networks, giving support to new hires as needed, supporting and assisting them to be successful in their new roles.
- Given the role of primary network engineer for all DirectNetworks Inc. infrastructure and equipment
- Placed in charge of maintaining and supporting all DirectNetworks hosted solutions (spam solution, offsite backup and DR)

CERTIFICATIONS

- Microsoft Certified IT Professional (MCITP)
- Microsoft Certified Technology Specialist (MCTS)
- Microsoft Certified System Engineer (MCSE)
- Microsoft Certified System Administrator +Messaging
- Microsoft Certified Solutions Associate
- Microsoft Certified Professional
- MobileIron Certified Deployment Specialist
- Apple Certified Technical Coordinator
- Apple Certified Associate
- Cisco CCNA
- Cisco Express Foundation Field Specialist
- RSA Data Loss Prevention 7.x Specialist
- ITIL v3 Foundations
- Symantec Endpoint Protection Implementation Specialist

EDUCATION

Elkhorn Area High School	1993
Lake City Community College (AS in Landscape Technology)	1996
University of Wisconsin – Madison	2003
Madison Area Technical College (AS in Network Security)	2007

For more detailed information and to request references, please visit

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