

THOMAS H. BOETTCHER

25 Wakefield Ave | Wakefield, MA 01880 | Cell: (978) 758-3107 | tboettcher@gmail.com

SR. SYSTEMS ENGINEER

- **A self-motivated leader**, highly energetic, with a strong hands-on, “can do” approach.
- **Accomplished system administrator** with more than 17 years of experience in IT, managing enterprise server and storage infrastructures across multiple platforms. Effectively plan, install, configure and optimize the IT infrastructure in virtual and physical environments to consistently achieve high availability and performance.
- **Proven ability to create and deliver solutions tied to complex systems and storage needs.** Skilled problem identifier and troubleshooter comfortable managing systems and projects, and coordinating resources across multiple teams.

Highlights of Technical Skills

- Strong written, oral & presentation skills, the ability to discuss highly technical concepts to a variety of audiences
- Administer MS Windows (Server & Desktop Operating Systems)
- Administer MAC OS X and Linux in a mixed environment
- Knowledge of distributed computing, object storage & scale-out storage architectures
- Configure and administer big data storage, clustered storage, SAN, NAS, & iSCSI Storage, & iSCSI Disk Arrays
- Install, configure, and administer VMware vSphere Infrastructure and Desktop Products
- Install, configure, upgrade, troubleshoot, and repair advanced systems (Hardware and Software)
- Plan, design, and implement Disaster Recovery for Enterprise Systems
- Expertise in cloud architecture, virtualization, NAS, SAN, converged/hyper-converged, HPC & unstructured / big data
- Create and maintain documentation of hardware and software assets, maintenance, and licensing.
- Create and maintain policy and procedure documentation
- Install entire network infrastructure in existing buildings
- Build advanced servers and workstations

Professional IT Experience

DellEMC — Boston, MA / New England , May 2016 to Present
Sr. Systems Engineer

Supports and performs all pre-sales engineering tasks, Works within many industry verticals, higher-ed, life sciences, healthcare, e-commerce among others providing solutions for complex and demanding IT environments.

- Provides technical leadership and direction to customers and internal staff in the development of fully integrated technology solutions in support of pre-sales activities in the assigned market.
- Assists in the analysis, design and development of fully integrated technology solutions.
- Acts as technical expert and consultant to develop and propose solutions that meet the technology and business requirements of assigned customers.
- Technical emphasis is on hardware capabilities, software requirements and systems integration.
- Makes technical and sales presentations to customer's technical staff and senior management. Understands DELL EMC and competitive technology and business applications within the assigned market. Conducts research, answers questions and removes objections that arise in a sales campaign.
- Serves as a trusted technology advisor to customers and serves as an internal resource on technical issues or specific business applications within an assigned market segment.
- Makes technical and sales presentations to technical staff and top management.

Boston Children's Hospital — Boston, MA , 2001 to May 2016
System Administrator III (2012 to 2016)
System Specialist II (2005 to 2012)
Technical Support Specialist (2001 to 2005)

Increasing responsibility in Research Computing department. Providing Windows/Linux /VMWare administration, focusing on enterprise virtualization & storage needs for more than 5000 clients utilizing more than 300 shares & exports.

- Enterprise System Administration for MS Windows Servers 2003/2008/2012
- System Administrator for VMware Enterprise Infrastructure including ~25 Virtual Hosts & ~500 VMs
- Clustered storage implementation/administration of ~1.4 petabytes of unstructured data
- Advanced server builds requiring unique configurations for varied research groups
- Policy & documentation creation and maintenance
- Software license management
- Respond to escalation tickets from Technical Support personnel (Remedy System)
- Enterprise level data and system backups using snapshots, multi-site syncs, DR systems
- Installation and support of research equipment with PC/Mac interfaces
- Liaison between research labs and vendors to provide computer solutions to solve research problems

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- PC and Mac hardware and software support
- Storage Area Network implementation/administration
- Backup administrator of 200+ clients every 24 hours using Retrospect Server and Veritas back up
- Installation and support of research equipment with PC/Mac interfaces

North Andover Police Department — North Andover, MA, 2000 to 2005 **System Administrator (Part time)**

Converted the North Andover Police Department to a modern technology platform. Wired the police station building with CAT 5e and installed network switches, servers, printers, and brought internet access to all the workstations.

- Installed all new 100-node CAT 5e switch 10/100 network
- Installed Windows 2000 AD Server with Exchange 2000 for approx. 100 users
- Supported 24/7 mission critical operation, ensuring all servers and workstations were in working order
- Set up and maintained a Windows 2000 Terminal Server for 2 WAN locations
- Installed and maintained a Computer Aided Dispatch (CAD) system
- Installed and maintained mobile terminals in the cruisers with restricted access to mission critical applications

New Technology Solutions, Inc. (NTSI) — Tewksbury, MA, 2000 to 2001 **Systems Engineer**

- Supervised and coordinated the manufacture of all workstations and servers (20-30 per week)
- Supervised all manufacturing technicians
- Built and configured high-end work stations and servers specialized for Pro Engineer
- Performed manufacturing quality assurance checks on workstations and servers to ensure 100% conformity to established standards
- Designed, qualified and benchmarked new technologies to increase performance in Pro Engineer
- Served as a Field Consultant / Hardware Technician for existing and prospective customers
- Consulted for small to medium size businesses in all Information Technology fields
- Provided hardware and software support to existing customers onsite and via phone

AGFA Corporation — Wilmington, MA, 1998 to 2000 **Technical Analyst Consultant**

- Staged and deployed over 2000 workstations corporate-wide using Attachmate Netwizard and Symantac Ghost
- Deployed PC's to users located in the office and the field
- Worked with NT Server team building servers, and rack-mount systems
- Configured 3 Dell Power 6300 Edge Servers as Backup Domain Controllers (BDCs)
- Provided technical troubleshooting for both hardware and software problems, including Windows NT Server, Windows NT Workstation and Windows 95
- Deployed multiple software applications and updates throughout the corporate LAN via Netwizard
- Inventoried all printers across network via Xerox PrinterMap, Hayan, and intranet
- Completed SNMP naming on printers connected to the network

Norwich University — Northfield, VT, 1997 to 1999 **Computer Technician (Work Study/Internship)**

- Staged and deployed over 200 workstations
- Installed Category 5 and Fiber Optic network wiring

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Additional Experience

North Andover Police Department — North Andover, MA, 2001 to 2009

Reserve Police Officer (2005-2009)

Auxiliary/Special Police Officer (2001-2005)

After 4 years of volunteer work as an Auxiliary Officer, I was appointed to a Civil Service sworn position as a Reserve Police Officer.

- Patrol officer responding to radio calls
- On call for response to emergencies 24/7
- Special details as needed within community

Colley McCoy Management Group — Windham, NH, 1993 to 1999

Shift Manager at McDonald's

- Supervised staff and managed all store operations during a shift
- Handled daily paperwork, cash, and bank deposits

Education, Training, Certifications, and Awards

Norwich University — Northfield, VT 1997-2000

Computer Information Systems, Business Management

VMware Certified Professional, 2008, *Version 3.5*

VMware Training including: vSphere Fast Track, Version 3.5, 4.0, 5.0, and 5.1

Microsoft SQL Server 2005 Certification, 2008

Dell Certified Systems Expert, 2002-2007

Associate Desktops, Associate Portables, Associate Printers, Associate Servers

Massachusetts Criminal Justice Training Council – Reading Police Academy 2001

- Basic Course of Training for Reserve/Intermittent Police Officers
- First Responder, BLS for Healthcare Providers Program, Suicide Prevention
- 40 Hour In-Service (Completed every year at Reading or Lowell Police Academy)

Boy Scouts of America – Eagle Scout 1995