



Frederick Wilhelm

Specializing in Information Technology

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OBJECTIVE

I am seeking a position with a dependable company by offering over 30 years of experience in all aspects of the computer industry from the support floor and fieldwork to management and ownership of storefront point of sale.

QUALIFICATIONS

- ❖ Associates of Applied Science in Information Technology / Computer Support with 30+ Years in IT.
- ❖ I have expert knowledge in most network hardware devices, both wired and wireless.
- ❖ I have expert knowledge of most operating systems in the last 30 years.
- ❖ I have expert knowledge in programming languages; HTML, CSS, PowerShell, VBA, SQL, and PHP.
- ❖ I have a working knowledge of programming languages; C#, JavaScript, and VBScript.
- ❖ I have a working knowledge of command-line languages; 4DOS, DOS batch, Windows batch, Linux bash.

PROFESSIONAL EXPERIENCE

Software Service Engineer / ETL Developer

Encore Technology Group

Greenville, SC.

Jan 2017 – March 2020

Encore Technology developed a Simple Sign-On solution for K-12 schools called Enboard. They recently sold off their software solutions division to Identity Automation. My job was ETL Developer, tasked with pulling all user data from various Human Resource Management Systems (HRIS) and Student Resource Management Systems (SIS). I would then perform advanced ETL operations to transform that data to pass through MIM and into Active Directory. Unfortunately, Encore sold Enboard to Identity Automation and only took the top three senior developers and engineers. I was number five on the seniority list.

DUTIES

- **SQL ETL Developer**
 - I developed ETL (Extract, Transform and Load) solutions for in the K-12 education industry to pull data from their SIS/HR data source and create Active

- Directory / Email / Google / Office 365 accounts as well as programmatically provision group memberships.
 - I was responsible for extracting Identity Access Management (IAM) student and staff data from multiple (third-party) sources, transform and load it into Active Directory. Common source mediums are ODBC, Excel, Flat File CSV, and direct OLEDB connections.
- **IAM Support Engineer**
 - I provided IAM (Identity Access Management) support for students, staff, and faculty, including supporting their Active Directory, Exchange, O365, and Gmail.
- **Lead Project Engineer**
 - As the Lead Project Engineer, it was my responsibility to drive the project from inception to completion, working closely with the customer to provide a customized solution specifically tailored to their needs.
- **Documentation Writer**
 - Each school district was a custom install that had different specifics. I had to write custom documentation for each district's specific needs.
 - After just a couple of months of training on their proprietary backend, I wrote the "Account Provisioning Engineer Documentation" for use by our entire team.
- **MIM Support Engineer**
 - Install and configure for each new client.
 - Build and configure multiple Management Agents for both import and export to provision Student, Teacher, Staff accounts, and group memberships.
 - Troubleshoot support issues with syncs with existing clients.
- **SQL Server Administrator**
 - Install and configure servers for each new client.
 - Build advanced SQL/T-SQL statements to pull and manipulate the data required.
 - Troubleshoot data abnormalities with existing clients.
- **SQL SSIS Developer**
 - Generate custom and complex data flow packages that extract and transform student/teacher and staff information required for each client's Active Directory needs.
- **C# Developer**
 - Create MIM extensions that further manipulate client data for exact client specifications.
- **Team Trainer**
 - I was responsible for training new Account Provisioning Engineers and wrote step-by-step documentation.

Tier3 IAM Support Engineer / Network Administrator III

Atos Mason, OH. February 2014 – January 2017

Atos was on contract with Microsoft to provide on-call 27/7 support Identity Access Management and Active Directory Tier3 support worldwide from a 5-person team. The 5-person team was spread, remotely across the country with two of us in the Mason office and 3 in Seattle on the Microsoft campus.

When we took over the contract, we had to learn a massive amount of processes very quickly. We split the work among the five of us. Each one of us took ownership of different silos and

concentrated on providing full quality support ASAP. I took over the Identity Rights sector with GPO and OU administration and cross-trained in Certificate Services and FIM.

- Silos included:
 - Certificate Services:
 - Virtual Smartcards
 - Physical Smartcards
 - S/MIME Encryption Certificates
 - SSL Certificate Administration
 - Phone Authentication
 - Identity Rights Management (IRM was the precursor of Azure Rights Management)
 - Identity Rights:
 - GPO Administration creation, modifications, and troubleshooting.
 - Temporary Administration Rights
 - OU Administration
 - Identity Access Management:
 - General Account administration tier-3 support.
 - General group administration.
 - Restore Deleted Objects
 - ForeFront Identity Manager (FIM/MIM) Programmatic Access
 - Federation Services and Claims and Realm Certificates

DUTIES

- **IAM Support Administrator**
 - Identity Access Management (IAM) was our primary responsibility. We provided Tier 3 support for all access-related issues, including account lock-outs, forgotten passwords, group membership issues, and Group Policy issues that Tier 2 could not resolve. Our team was the only outside-contractor with enterprise admin rights to Microsoft's global Active Directory.
 - We also were the only team with the access to add, delete and modify OUs, GPOs, and grant temporary domain admin rights. If you were a contractor or one of the 100,000 Microsoft employees and had a problem with your account from 2014 to 2017, chances are you talked to me.
- **Certificate Services Administrator**
 - Different Microsoft teams like Xbox, HoloLens, and Skype had external-facing webpages that needed SSL certificates and would rely exclusively on our team to create and troubleshoot any issues with their Certificates.
 - We were also the single point of contact for S/MIME certificate troubleshooting for email encryption, which included IRM in Exchange. This technology was introduced to our team shortly after I took over as SME in Cert-Services, and I had to learn how it worked and then trained our team on how to support it.
 - We also supported both physical and virtual smartcards that leveraged the Trusted Platform Module (TPM) chip inside the computer. This support included assisting in resetting this TPM on the user's device.
 - This silo also included Microsoft Authenticator in its early stages. This issue simply required us to make sure the account was synced correctly through FIM.

- **24/7 On-Call Support**
 - Our team was responsible for all Tier 3 Active Directory support for all worldwide Microsoft employees. We rotated weeks and, on weekends, were required to keep our laptops and Microsoft issued cell phones with us at all times. I always kept my laptop with me, even on family vacations, to be sure our team was accessible 24/7.
- **Documentation Writing**
 - The documentation I wrote as SME for our team was a very detailed step-by-step process guide. I wrote it specifically for our team with the intention that I could take a well-deserved vacation, and our team wouldn't get overrun with my tickets. Atos management sent that documentation down to Tier 2 support to follow, before escalating tickets up to tier 3. T3 Certificate Service tickets dropped by 50%.
- **SQL Data Analyst**
 - I wrote advanced SQL scripts to help troubleshoot and resolve varying issues relating to IAM.
- **Application Developer**
 - Microsoft's ticketing system had many short-comings, so I went to work and created a ticket organization application. This application was a set of tools written in PHP, HTML, and SQL and served as a response template and PowerShell/Windows batch script generator that would create the required scripts for diagnostics and task completion.
 - One of the tools I created took a request for the creation of an enterprise GPO targeting all 28 domains from an hour and 45-minute process down to just 5-minutes. After Atos lost the contract, Microsoft kept that script for their internal use and removed that silo from the new contract.

IT Systems Administrator

Carmichael / Bridgeport Equipment Gallipolis, OH. October 2010 – May 2013

Carmichael Farm Equipment was a John Deere dealer in Southeast Ohio. They had three stores in Ohio, West Virginia, and Kentucky. I was the lone IT specialist and ran internal support for all IT devices. Carmichael sold their dealership to Bridgeport Equipment, which added four more store locations around the area. After the merger, I remained the lone Systems Administrator responsible for reconfiguring VPN access to all seven stores and reconfigured all network devices.

DUTIES

- **System Administrator**
 - Support users in a LAN/WAN environment of 200 nodes in seven remote locations.
 - When I started, each store was a standalone entity. I proposed that we connect all locations in a secure environment. I built all the servers and VPN connections, connecting three locations
- **SQL ETL Lead Engineer**
 - I went through two Business/Inventory Management System installs that required extracting inventory and employee data, transforming it into the new

format, and uploaded it into the new system. The first run started with pen and paper then into Excel. From Excel into a MySQL database where I was able to modify part numbers, descriptions, prices, etc. to match the BMS's requirements. Management gave me 30 days to complete this task. I finished the project in 12 days. A year and a half later, I did it again for a new system but had to switch the database from MySQL to MSSQL.

- **System Analysis and Design**
 - I recommended, installed, configured, and maintained Windows 2003 - 2008 servers, Linux LDAP, AD, web, email, groupware, instant messenger, data, and application servers.
- **SQL Server Administrator**
 - I designed and implemented an Inventory Control database.
- **Application Developer**
 - Developed an Inventory Management application to assist in SQL ETL functions.
- **Technical Lead**
 - I served as the technical lead in a company acquisition where four stores were purchased, and all network operations consolidated with zero down-time to daily activities. This included device reconfigure, VPN, software, and end-user training for the new BMS.

IT Systems Administrator

Consolidated Security Gallipolis, OH. April 2007- September 2010

This company specialized in the installation, support, and end-user training of residential and commercial monitored fire, safety, and security systems, including wired, wireless, and closed-circuit video monitoring. They also installed, supported, programmed, and trained end-users on keyless entry systems for government, commercial and residential applications. They also did the installation, maintenance, and end-user training of residential and commercial Satellite TV systems as well as off-site data storage and IT disaster recovery solutions.

DUTIES

- **System Administrator**
 - As the lone IT Systems Administrator, I was responsible for all aspects of the IT systems. From simple tech support to the technical design, planning, implementation, and performance tuning for the mission-critical system for a large commercial and residential security system provider in southeast Ohio.
- **Technical Expert**
 - I served as the Technical Expert in the area of system administration for complex operating systems between residential and commercial security systems and primary call-center operations.
- **System Analysis and Design**
 - I recommended the redesign and configuration of operating systems and system applications to serve our customer's specific needs best.
 - It was my responsibility to investigate and analyze the feasibility of system requirements and developed system specifications as required by each customer's unique configurations.

- I designed methods, solutions to provide a high level of service to our call-center staff.
- **SQL Server Administrator**
 - I designed and implemented a CMS (Customer Management System) database used for both accounting/billing and incidence recording.
- **Application Developer**
 - I built a CMS application as a front-end to the CMS database.
- **Management**
 - I also performed the full supervision of all Call-Center staff.

Student Laborer

University of Rio Grande CCN Rio Grande, OH. January 2005 – May 2007

While earning my degree, I worked for the university in their IT department, which serviced all students, staff, and faculty. The department was responsible for the daily operation and management of all network equipment and cabling, all staff and faculty computers, office printers and scanners, and student BYODs. They also provided troubleshooting and repair of IBM and Apple-based PCs, including end-user support and training on Microsoft Office applications on Windows 95 to Windows XP.

DUTIES

- **Tech Support Engineer**
 - Supported Faculty and Staff and Students computer related issues.
 - I provided hardware support for printers and networking devices.
- **System Deployment Engineer**
 - Assisted the Network Administrator in setting up new network stacks and computers in buildings and labs.
- **Device Imaging Engineer**
 - I suggested and trained my superiors on how to use Norton Ghost to image entire labs in a fraction of the time it usually took them.
 - I trained my superiors on how to properly isolate labs when multi-casting to remove the load from the rest of the network.
- **Cabling Engineer**
 - I terminated hundreds of RJ45 wall plates and plugs when spinning up a new lab.
- **Printer Support**
 - I replaced ink and provided tech support for all of the printers on campus.

Owner / Operator

Buckeye Computers Rio Grande, OH February 1999 – January 2005

I provided professional quality computer sales and service to rural southeastern Ohio by offering affordable custom-built IBM based desktop computers.

DUTIES

- **Hardware Sales and Support**
 - I sold custom-built IBM-Based Personal Computers catered to the customer's needs.

- I offered a free in-home set-up service on all of the computers that I built.
- I sold network hardware like hubs, switches, and routers focusing on client needs and affordability.
- I offered a set-up and service contract for all networking gear to help my customers get the most out of their hardware.
- I provided troubleshooting and repair services on PC, Ink-Jet, Dot-Matrix, and Laser Printers for my customers.
- **Software Sales, Training and Support**
 - I listened to my customer's software needs and provided a recommendation for the best applications to fit those needs.
 - I also offered training for applications like AutoCAD, MS Excel, MS Word, MS Access, Lotus Notes, and Lotus 1-2-3.
 - Troubleshoot and resolve software and configuration issues on PCs and Laptops.
- **Web Designer**
 - Designed, implemented, and maintained websites for various clients.
 - Sites ranged from family genealogy sites to local business online presence and e-commerce sites.
 - I installed many different CMS/Blogging applications like "Joomla!" and WordPress.
- **System Analysis and Design**
 - I offered network systems design and remote administration of small to medium-sized businesses as well as private in-home file, printer, and resource sharing networks.
- **Operations Manager**
 - I managed the daily operations of the storefront property, customer relations, employee relations, and vendor relations.
 - I performed all of the accounting needs, including banking and taxes.
 - I filed and maintained all business paperwork and filings.
- **Contract Negotiator**
 - I negotiated and won exclusive support contracts with Dell, Gateway, and Hewlett-Packard to supply in-home customer service for warranty support issues for their customers in southeastern Ohio.
- **Marketing**
 - I bought media advertising and wrote promotion announcements.
 - Worked closely with the Gallia County Chamber of Commerce to generate business contacts.
- **Cabling Engineer**
 - Run and termination of telephone and network cabling, including CAT3, CAT5, RJ11, and RJ45 connections.
- **SQL Server Administrator**
 - I designed and implemented a CMS database used for both accounting/billing and incidence recording.
- **Application Developer**
 - I built a custom CMS (Customer Management System) application as a front-end to the CMS database.

Computer Programs Specialist

JC Penney Catalog Fulfillment Center Columbus, OH. May 1997 – February 1999

A distribution and fulfillment center where I served on the maintenance team as a “Computer Systems Specialist.” The service manager was a frequent customer of mine at Incredible Universe. He approached me after hearing about the imminent closure of the Incredible Universe and created the “Computer Programs Specialist” position specifically for me.

DUTIES

- **Hardware Support**
 - Maintained PC, IBM AS400/Telex servers, Ink-Jet, Dot-Matrix, and Laser Printers and Wyse Terminal clients by replacing and repairing hardware components.
- **Software Support**
 - Troubleshoot and resolve software and configuration issues on PCs and Laptops.
- **Cabling Engineer**
 - Run and termination of all phone and network cabling, including CAT3, CAT5, Coaxial, RJ11, RJ45, and BNC connections.
- **Preventative Maintenance**
 - Most of my day was cleaning printers. Taking them apart and cleaning nozzles, rollers, and drums. I also blew out keyboards and cleaned mouse balls.

Technical Support Manager

Incredible Universe Hilliard, OH. 1994 – 1997

Incredible Universe was a chain of consumer electronics stores owned by the Tandy Corp. A typical Incredible Universe was 185,000 square feet of sales floor and warehouse, stocking around 85,000 items. I started as a Tech Support Engineer, but after two months, I was lucky enough to be in the right place at the right time. My manager had to leave, and instead of hiring a new manager, I proved my worth by subbing in for him for a few weeks, and they promoted me full-time Tech Support Manager.

DUTIES

- **PC Service and Repair**
 - I provided hardware and software service and support to customers for IBM and MAC computers and printers.
- **Customer Service**
 - I was responsible for fielding customer questions and complaints both in the Tech Support shop and on the sales floor. I was also the “go-to-guy” for any problems, complaints, or issues that the sales team couldn’t answer.
- **Inventory Management**
 - I was in charge of inventory in the Home Computer department by taking weekly counts and submitting restocking orders. I also had to keep the service shop stocked and maintained for daily operation.
- **Management**
 - I completed all scheduling for the service shop, directed my techs in their daily tasks, and provided training and support to my team members. I also interviewed potential new hires and submitted disciplinary reports to HR.

Prior Unrelated Work Experience

Fastfood, Machinist, Waiter, Manufacture and Assembly, Camp Site Manager, Sales, and HVAC.

EDUCATION

Associates of Applied Science in Information Technology

Rio Grande Community College *Rio Grande, Ohio* *2007*

Classes

- MS Office/Internet I, II
- Visual Basic
- DMBS Concepts
- Database Communication
- System Analysis and Design
- Microcomputer Hardware
- E-Business
- Database Administration
- Multimedia Production
- Web Development
- Local Area Networks

Honors & Awards

- ΦΘΚ - Phi Theta Kappa Honor Society
- Dean's List Spring 2005, Fall 2005, Spring 2006

Activities and Clubs

- Sound Technician for the Show Choir.
- Sound and Lighting Theater Technician
- Social Media Club Photographer

Machinist Certification

Eastland Career Center *Columbus, OH.* *1990*

Certification in Machine Shop I & II

HVAC Certification

MTA School of HVAC *Columbus, OH.* *1987*

Certification in HVAC

Diploma

Whitehall Yearling *Whitehall, Ohio 1986*

Activities and Clubs

- Member of the Audio Visual Team
- Sound Technician for the Show Choir, Dance Team, and general assembly functions.
- Morning announcement radio team
- Yearbook Photographer
- Computer Club
- Sound and Lighting Theater Technician

CONCLUSION

I am an extremely dedicated and loyal individual that takes pride in a job well done. I feel that the best way to lead is by example and sharing my knowledge with my team-mates. I believe in treating everyone with respect and honesty, no matter where their position is on the totem pole.

I am honest and trustworthy and believe that by taking responsibility for my mistakes, I become more influential and better respected among my co-workers and team-mates. I don't make many mistakes, but when I do, I learn from them and build the knowledge not to make it again. I take pride in my ability to learn new technologies quickly, and I never back down from a challenging task or project.

I am an independent worker that understands that every single task is critical to the fluid operation of all systems and deserves nothing but 100% dedication. I know what needs to be done, and I can be counted on to get the task done promptly and on time.

I love the technology field and love the fact that it is ever-changing. I understand that to remain competitive, and I always need to keep my eyes and ears open for any new learning opportunities.