sean **scharlau**

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SENIOR CONSULTANT
TEAM LEAD EXPERIENCE/DRIVE

Seasoned senior consultant with a "Jack of all Trades" background in both software development and system/network infrastructure and a "no excuses" attitude. Team lead and project management experience as well as self-motivated freelancer who brings a unique background to the table to provide efficient out of the box technical solutions for everyday problems. Uniquely experienced with liaising between advanced technical projects and non-technical clients.

EDUCATION

Associates of Applied Science – Network Administration
DeVry University Online
Graduated 2010

SKILLS

- ❖ OPERATING SYSTEMS
  - ➢ ESXi 4, ESXi 4.1, ESXi 5, ESXi 5.5
  - ➢ Windows 95 / 98 / 2000 / XP / Vista / 7 / 8 / 10
  - ➢ Windows Server NT / 2000 / 2003 / 2008 / 2012 / 2014 / 2016
  - ➢ Windows Small Business Server 2003 / 2008 / 2011
  - ➢ Windows Server 2012 (and R2) Essentials
  - ➢ Windows SMS 2003
  - ➢ Windows SCCM 2007 / 2012
  - ➢ Windows Hyper-V Server (Viridian)
  - ➢ Citrix XenApp / XenDesktop / XenServer
  - ➢ Linux CentOS / Ubuntu / RedHat / Mint
  - ➢ Blackberry Enterprise Server
- ❖ SOFTWARE
  - ➢ *Collaboration Platform:*
    - ▪ MS Exchange Server 2003 / 2007 / 2010 / 365
    - ▪ MS SharePoint 2003 / 2007 / 2010 / 2013 / 2016 / 2019 / 365
    - ▪ MS Communicator 2005 / 2007, MS Lync 2010 / 2013 / 365, Skype for Business
  - ➢ *Business Productivity:*
    - ▪ MS Office Suite XP / 2003 / 2007 / 2010 / 2013 / 365
      - • Excel, PowerPoint, Project, Visio, Word
  - ➢ *Advanced Productivity:*
    - ▪ MS SharePoint Designer 2003 / 2007 / 2010 / 2013
    - ▪ Handshake for SharePoint 3.6, 3.7, 3.8
    - ▪ Publisher 2007 / 2010
    - ▪ Front Page 2003, Dreamweaver MX / CS5 / CS6, Visual Studio Pro 2005 / 2008 / 2012
    - ▪ Nuance PDF Profession 6 / 7 / 8 / 9, Adobe Pro 8 / 9 / X / XI
  - ➢ *Document Management / Legal Applications / Financial Systems:*
    - ▪ Hummingbird/OpenText DM, LegalBar for Office 2003 / 2010, Elite Enterprise, Quicken, Quickbooks, Accuroute, Billback
  - ➢ *Backup:*
    - ▪ Norton Ghost, Symantec Backup Exec, Acronis True Image
  - ➢ *Forensic Tools:*
    - ▪ Norton Ghost, Acronis True Image, EnCase, FTK, Nuix, Wireshark, Cellebrite, Cube
  - ➢ *Database:*

- MS SQL 2005 / 2008 / 2012, MySQL, sqlLite, MS Access, LDAP and Active Directory
- *Virtualization:*
  - VMWare vCenter 5 / 4, VSphere 5, ThinApp, VM Converter, Wise, Hyper-V
- *Remote Assist/Control:*
  - HP's iLO, Citrix Go To Assist, Bomgar, Log Me In Resucue, VNC, Putty, SCCM, Team Viewer etc.
- *Graphic Software:*
- Adobe Photoshop CS 5 / 6, Fireworks MX / CS 5 / 6
- ❖ WIRE AND WIRELESS NETWORKS
  - Windows, CISCO and Baracuda Firewalls, Routers, VPN, VLAN, Server Installation Plan/ Deployment/Configuration
  - Network Analysis/Monitoring: WireShark, SolarWinds, Nagios, SCCM
  - TCP/IP, FTP/SFTP, DNS, DHCP, Windows GPO
  - Internet Domain records configuration (Cname, A, MX)
  - Active Directory security management
  - Windows ADFS
- ❖ HARDWARE
  - Building, upgrading, diagnosing and repairing high performance Workstations and Servers (HP, Dell, Asus, Lenovo)
  - Resolving component compatibility issues plus hardware and software optimization
  - Enterprise Active Sync Service for Pocket PC Phones, iPhones, Blackberries and Good
- ❖ LANGUAGES
  - PowerShell 2.0 / 3.0
  - SQL, MySQL
  - VB, VBA
  - Javascript/JQuery/Angular/React
  - HTML 5, CSS 3, SCSS, LESS
  - ASP 3, .NET, PHP

EXPERIENCE **Handshake Software / Aderant | June 2015 to Present**
As a senior consultant with Handshake/Aderant I had the opportunity to work on projects throughout their entire life cycle. My principal responsibility was to work directly with clients to build out custom solutions to enhance their overall productivity and efficiency.

Highlights:

- Design, wrote and implemented over 50 intranet portals with a focus on financial dashboarding
- Design and developed a pre-configured portal to allow clients to get up and running quickly
- Standardized CSS coding/styling across our platform to allow for faster implementation and customizations
- Implemented and provided numerous training sessions both internally for our support team and externally for our clients

Lewis Tree Service, Inc | November 2014 to June 2015
During my time with Lewis Tree Service, Inc I have been the SharePoint Administrator however, my duties span all responsibilities of SharePoint from maintenance to development.

Highlights:

- Identified security and performance defects with the SharePoint 2010 environment and resolved
- Stood up SharePoint 2013 Enterprise with custom masterpage to provide a standardized look and feel

- Identification of line of business solutions in SharePoint 2010 that needed to be manually upgraded/rebuilt in 2013

Harris Beach PLLC | December 2009 – July 2011 and
November 2011 – November 2014

While working for Harris Beach PLLC I have had many roles and positions ranging from Systems Analyst on the help desk side to Senior Developer on the applications side.

Highlights:

- Provide ongoing remote and desk-side support to 500 personnel
- Identified a need for a ticket tracking system and designed/developed an in house solution to meet our needs
- Assisted with Polycom and Crestron installations and configurations for both local and remote AV needs
- Installation/Configuration of multiple servers to include:
  - SCCM 2007 (and migration to SCCM 2012)
  - Office Communicator 2005 (and migration to 2007 – Lync 2010 – Lync 2013)
  - Microsoft Server 2008/R2, 2012
  - Microsoft SQL Server 2005 / 2008/R2 / 2012
  - Microsoft SharePoint 2007 (and Migration to 2010)
  - ESXi 4 (and migration to 5 – 5.5)
- Lead/Directed/Carried out Firm Wide computer refresh
  - New computers to every employee with custom configurations for each user
  - Migration from Windows XP to Windows 7 (64bit) | Office 2003 to Office 2010
- Overhaul of intranet from DNN 6 to SharePoint 2010 with emphasis on individual dashboards/customization utilizing Handshake
- Management of firm wide GPOs and Security Policies
- Training/Guidance to other developers and help desk staff

ITX Corp | July 2011 – November 2011

Although my time at ITX Corp was short I worked with every technical group in the company. As a Senior Engineer I provided client facing support both remotely and on-site while serving as a mentor for fellow engineers. Primary responsibility was answering in-bound support phone calls and resolving any/all issues that the customer was experiencing. These issues ranged from QuickBooks support, Terminal Services support, Virtual and Dedicated Server support, Laptop/Desktop support, Windows/Mac support, wireless/wired network services support (including Hyper-V and Terminal Services), firewall configuration, network configuration, website support and various other IT/Computer related support. Secondary responsibilities were to assist the TI team in maintenance/management of all servers and network services and to assist the development team in deploying and troubleshooting new upgrades for web design/code.

Sungard Higher Education | July 2009 – December 2009

Responsible for troubleshooting, diagnosing and properly resolving and escalating level 1 technical support related issues for over ten (10) separate higher education institutes across the United States. Each institution had varying and different policies and procedures as well as a large array of technology. Provided Level 1 support for

Learning Management Systems such as Blackboard, Angel and Web CT as well as Moodle and others. Supported single and dual boot computer Operating Systems to include Windows XP, Windows Vista and Mac OS X. Performed maintenance and modification to user accounts via Windows Active Directory web interfaces as well as remote desktop to Windows 2003 servers.

Geek Squad | October 2008 – December 2008
Was responsible for providing the initial contact with customers in a friendly environment. Performed basic testing to determine product needs and service solutions. Initial troubleshooting and diagnosing of all products brought in for service with trouble ticket and plan of action as end result. Directly responsible for pre-sale computer optimization and set-up. Facilitated in-store sales, product upgrades, installations and other services.

United States Army | July 2006 - Present
Signal Support Systems Specialist, Webster, NY (2008-Present)

Responsible for all voice and data support to 350+ soldiers in the 401st Civil Affairs Battalion (401CABN) located in Webster and Tonawanda, NY. Digital telephone services provided over a Nortel network infrastructure. Support, maintenance and operation also provided for digital/analog voice communications over single channel ground and airborne radios (SINCGARS). Provide data support on a military internal network on both Non-Secure Internet Protocol Router Network (NIPRnet) as well as Secret Internet Protocol Router Network (SIPRnet). Both networks are run off of individual Cisco routers and Catalyst switches and connect externally to remote servers located out of state. Desktop support of Microsoft Office and military applications is provided both remotely and on-site as well as user account creation, suspension, password reset, account unlocking and other Active Directory Service (ADS) functions. Serve as the Battalion Information Assurance Security Officer (IASO) ensuring all Department of Defense (DoD) and US Army Information Assurance (IA) regulations and guidelines are abided by and enforced.

Signal Support Systems Specialist, Djibouti, Africa (2007-2008)

Deployed with 402nd Civil Affairs Battalion (402CABN) in August of 2008 in order to provide signal (military communications) support to a 40+ soldier company. Provided voice and data communications support via satellite communications between fifteen (15) countries in our area of operation. While deployed; identified flaws with network security/infrastructure as well as inadequate utilization of available resources to successfully perform intended mission. Was re-assigned to the Combined Joint Task Force Horn of Africa (CJTF-HOA) in order to address issues I had identified to command. Planned, designed, developed and deployed a home-grown web based SIPR program in order to address personnel accountability and travel tracking/authorization issues. Deployed and maintained NIPR and SIPR SharePoint 2007 servers as well as Windows Server 2008 in support of CJTF-HOA transformation to AFRICOM. Supported local help desk in the support of 3000+ service members assigned to CJTF-HOA.

Signal Support Systems Specialist, Tonawanda, NY (2006-2007)

Responsible for all voice and data support to 150+ soldiers in the 402nd Civil Affairs Battalion (402CABN) located in Tonawanda, NY. Identified network security/infrastructure violations and vulnerabilities and developed plan to address all issues. Removed unauthorized Netgear and Linksys routers while installing new Cisco routers and Catalyst switches. Installed CAT-6 cable for all users (50+ drops total) and ran new fiber connection for terminals over 800 feet away from main router. Digital telephone services provided over a Nortel network infrastructure. Support, maintenance and operation also provided for digital/analog voice communications over single channel ground and airborne radios (SINCGARS). Provide data support on a military internal network on both Non-Secure Internet Protocol Router Network (NIPRnet) as well as Secret Internet Protocol Router Network (SIPRnet). Both networks are run off of individual Cisco routers and Catalyst switches and connect externally to remote servers located out of state. Desktop support of Microsoft Office and military applications is provided both remotely and on-site as well as user account creation, suspension, password reset, account unlocking and other Active Directory Service (ADS) functions.

LocalNet, Corporation | 2005 - 2006
Provided over the phone tier I and tier II technical support for dial-up internet service clients across the United States. Provided support for all operating systems (Windows 9X – XP, Mac OS 7 – OS X, Linux, Unix). Configured and diagnosed basic hardware and peripherals to include modems, monitors, printers, scanners etc. Configured and diagnosed internet connections and programs to include Netscape, Internet Explorer, Webmail, Outlook, File Transfer Protocol and related software, Eudora, Opera etc.