

## Mark Grimes

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### **Professional Experience**

#### **Vice President/Senior Systems Engineer :: *The Bank of New York Mellon*; Nashville, TN**

November 2005 – Present

- Team lead for Tennessee division of Intel Distributed Engineering team
- Level 3 support of 6,000+ Windows servers, Active Directory, VMware ESX, and Citrix infrastructure
- Key contributor in migration of servers and associated applications from remote Bank of New York, JPMorgan Chase, and Mellon Financial facilities as part of merger and integration efforts
- Successfully designed and tested business continuity plans for multiple applications
- Lead engineer in selection and architecture of blade server infrastructure
- Lead technical resource for numerous technical initiatives and applications
- Recipient of multiple Information Technology Recognition awards

#### **Adjunct Instructor of Business :: *Belmont University*; Nashville, TN**

August 2006 – December 2007

- Adjunct instructor of ISM1330, Fundamentals of Computing

#### **Enterprise Technologist III :: *First Horizon National Corporation*; Memphis, TN**

February 2005 – November 2005

- Supported and redesigned Microsoft Active Directory, DNS, WINS, and DHCP infrastructure
- Provided third level support for over 200 local and 600 remote Windows servers
- Provided technical guidance for Identity and Access Management solution
- Developed standards and best practices for VMware ESX implementation
- Provided technical expertise vital for meeting audit compliance goals including planning and implementation of the collapse of several legacy Windows NT domains

#### **Windows Enterprise Architect :: *International Paper*; Memphis, TN**

June 2003 - February 2005

- Provided third level support for large Microsoft Active Directory infrastructure
- Provided technical expertise for implementation of single sign on initiative
- Windows enterprise representative of Incident Response Team
- Extensive experience with VMware GSX and ESX server
- Designed and implemented patch management solution for over 800 Windows servers
- Tasked with handling sensitive security related issues with high level of discretion

#### **Web Developer :: *University of Mississippi School of Business Administration*; Oxford, MS**

February 2001 - January 2003

- Maintained University of Mississippi School of Business Administration website
- Developed web based solutions to simplify daily administrative tasks
- Instructed web development class for future webmasters

#### **Internet Services Intern :: *International Paper*; Memphis, TN**

May 2002 - August 2002

- Maintained and updated DNS servers - developed scripts to automate routine maintenance
- Responsible for controlled promotion of web sites and applications

#### **Chief Technician :: *Travelcharts.com LLC*; Fulton, MS**

May 1998 - May 2000

- Designed and maintained Local Area Network for a small business
- Developed suite of data management applications using C++
- Created aesthetically pleasing, easily maintainable, functional website

#### **Technical Support Representative/Systems Administrator :: *Network One ISP*; Fulton, MS**

March 1997 - May 1999

- Provided technical support, repairs and installations for over 5,000 customers
- Supported multiple UNIX servers hosting Netscape Enterprise Directory and Messaging servers
- Instructed personal computing, Internet, and web design classes

### **Organizations, Proficiencies, and Academic Experience**

- BBA, University of Mississippi, 2003 – Management Information Systems
- MBA, Belmont University, 2010 – Concentration in Negotiation and Dispute Resolution
- Beta Gamma Sigma Honor Society
- Association of Information Technology Professionals NCC committee member, 2004-present
- MCSA on Server 2003, CompTIA A+, CompTIA Security+, ITIL v3 Foundation Certified
- Extensive experience with Dell, HP, and IBM server/blade hardware, trained on Cisco UCS
- Experience with EMC, NetApp, Cisco, and F5 solutions, proficient in ADSI, ASP, SQL, VBS, WMI
- Eagle Scout in Boy Scouts of America