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# Erick Dimalanta

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I am a motivated and energetic individual seeking a position in an environment where my excellent analytical and technical skills can help improve any workplace productivity and atmosphere. Technology nerd, awesome personality, works best on a team and is determined to move into new environments by using my existing experience to adapt quickly.

## TECHNICAL EXPERTISE | CERTIFICATIONS

<ul style="list-style-type: none"><li>• VMware 4.0 - 6.7</li><li>• VMware vCloud Director</li><li>• Microsoft Server 2003 – 2019</li><li>• Active Directory</li><li>• Linux OS (RHEL, CentOS, Ubuntu)</li><li>• HPE HW (Synergy, 3PAR, etc.)</li><li>• Brocade Fabric Switches</li><li>• HPE OneView</li><li>• Ping Identity SSO</li><li>• Azure DevOps</li></ul>	<ul style="list-style-type: none"><li>• Virtualized Infrastructure</li><li>• Data Center Mgmt/Design</li><li>• HCI Infrastructure</li><li>• Azure Cloud Administration</li><li>• Configuration &amp; Upgrading</li><li>• System Maintenance &amp; Mgmt</li><li>• Storage Design &amp; Mgmt</li><li>• Workload Migrations</li><li>• Metro Cluster Configuration</li><li>• Documentation</li></ul>	<ul style="list-style-type: none"><li>• <b>VCP-DCV 2020</b></li><li>• <b>VCP-DCV 2019</b></li><li>• <b>VCP 6.5-DCV</b></li><li>• <b>VCP 6-DCV</b></li><li>• <b>VCA 6-DCV</b></li><li>• <b>Azure Fundamentals</b></li><li>• <b>CompTIA Cloud Essentials</b></li><li>• <b>MCP Certified</b></li><li>• <b>CompTIA N+</b></li><li>• <b>CompTIA A+</b></li></ul>
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## EDUCATION

<p>Western Governors University Salt Lake City, UT</p>	<p>College Of Southern Nevada Las Vegas, NV</p>	<p>Cimarron Memorial High School Las Vegas, NV</p>
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## PROFESSIONAL EXPERIENCE

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### American Homes 4 Rent, Las Vegas, Nv

*Leader in the single-family home rental industry owning more than 52,000 properties in 22 states.*

#### Senior Systems Engineer

March 2020 to August 2020

- Responsible for administering multi-tenant **Azure** cloud infrastructure
- Partnering with developers deploying micro-services utilizing **Azure DevOps** for our **CI/CD Pipeline** process
- Maintaining **Hybrid Azure Active Directory** infrastructure and components
- Deploying multiple **SAML** application integrations using **PingID SSO**
- **Kubernetes** administration of AKS resources
- Tuning **SolarWinds Orion** for monitoring devices across the Enterprise
- **ESXi / Hyper-V** host and VM management
- Planning and migrating an on-premise file server to an **Azure Cloud** resource
- Utilizing Atlassian's **Jira** for our ticketing and time management system
- Collaboration with multiple teams in assisting with production deployments
- Engaging with multiple vendors to plan and execute **Multi-Cloud migration** initiatives
- Documenting Standard Operating Procedures to enable various groups to digest information on application process/access

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### Wynn & Encore Hotel & Casino, Las Vegas, Nv

*The most exceptionally distinctive luxurious Five Star & Five Diamond hotel on the strip.*

#### Senior Systems Engineer

October 2017 to February 2020

- Managed infrastructure driven projects and evaluate technology implementations
- Partnered with Project Managers, NOC Techs, Network Engineers, Application Support, Software Developers, DBAs and operational teams to **resolve any outage or project as required**
- **Managed a small team** of Engineers and Technicians in order to achieve project or operational goals while also serving as leadership
- Assess new technologies (**HCI, vSAN, Containerization**, etc.) by installing vendor supplied systems as a POC to test and potentially implement into production
- Documented project implementation work in an Architectural Design Document
- Maintained multi-domain **Active Directory infrastructure**
- Architect, Install, Configure and Managed new **VMware 6.5 & 6.7** infrastructure
- Hot Migrated entire virtualized enterprise consisting of over **2000+ VMs & 160+ ESXi Hosts from VMware 5.5 to 6.5 and now to 6.7**
- Utilized VMware components (**HA, EVC, VUM, vDS, SIOC**, etc) to have better infrastructure reliability
- Built **Content Libraries** for centralized VM install media across multiple vCenters
- Configured VM **ESXi Host Profiles** to ensure configuration similarity across different host clusters
- Ran **VMware Converter** in order to **P2V** and overall reduce our physical data center footprint saving in power consumption costs
- **HPE Synergy** setup and configuration
- **Data Center migration** and physical server consolidation
- Setup and configured **vSphere Metro Cluster** using **HPE 3Par Peer Persistence**
- Configured **VVols** and used **SPBM** policies to manage VM storage

## Systems Engineer

June 2014 to October 2017

- Maintained the health of all Wynn/Encore/Boston physical and virtual system infrastructure consisting of over **4000 servers** supporting **10,000+ business users**
- Responsible for weekly rotation of **24/7 on-call** Engineering support
- Managed **VMware 5.5 & 6.0** VMs and ESXi hosts ensuring stability and availability
- Worked closely with Networking Engineering ensuring correct **ports are opened** for **network communication/protocols for east-west** traffic
- Responsible for administering **HPE 3PAR & Dell Compellent** SAN storage architecture (**Physical Drive Health, Firmware, LUN Free Space**, etc)
- Configuring backend storage profiles/LUNs (**CPGs, Virtual Volumes**, etc.)
- Install, configure, monitor and tune **Windows & Linux (RHEL/CentOS, Ubuntu)** server operating systems
- Tech Center maintenance and decommissioned hardware cable cleanup
- Investigate and troubleshoot any large impact system issues and provide support for system outages
- Created **Zones** and **Aliases** on the storage fabric switches (**Brocade SAN Director**) mapped to physical hardware via **WWN**
- Deployed and build virtual machines or physical servers (**HPE ProLiant DL, BL**) as required
- Configured and utilize **BFS** for ESXi OS boot
- Installation, configuration and monitoring of **MS Active Directory**
- **Group Policy** management and troubleshooting
- **AD Sites and Services** configuration
- Utilized **Infobox** as our **DDI** System
- Deployed entire dev environments utilizing **vCloud Director's** multitenancy capabilities serving QA, Software Development teams, etc.
- Install, configure and manage physical blade server infrastructure using **HPE OneView**
- Set server profiles in **HPE OneView** assigned to enclosure bays configured for **boot-from-san** for hardware anonymity
- Responsible with working with vendors to ensure the latest firmware/patches are applied on all physical hardware (**HPE c7000 Enclosures, BL & DL Series, 3PAR**, etc.)
- Compliance log reports of tech center authorized and non-authorized access

## Network Operations Center Engineer

June 2012 to July 2014

- In charge of providing **in-depth troubleshooting** as an initial escalation point to the current NOC technicians
- Assisted in managing the health of applications, networks and system infrastructure
- Submit to **Production Change Control** committee and participate in technology implementations as required
- 2nd tier advanced server os troubleshooting (**Windows 2k, 2003, 2008**)
- Responsible for daily property walks to **resolve any hardware failures** and work with **Vendor RMAs**
- Obligated to perform **monthly patches on various servers (WSUS)** to adhere to **PCI compliance**
- Served as an escalation point to resolve any external mail filtering issues incoming/outgoing via **Proofpoint Spam Appliance**

- Datacenter administration of all systems and servers. (**AS/400, HP DL & BL series, Dell PowerEdge, HP MSA, HP EVA, Extreme, Juniper, Infoblox, A10 Load Balancers, etc.**)
- Worked closely with various IT groups regarding system builds, troubleshooting and resolving production system issues
- CIFS share management utilizing **NetApp**
- Act as **senior technical staff** on the Network Operations team and provide coaching, troubleshooting, support and escalation practices

## Network Operations Center Technician

May 2011 to June 2012

- **24x7 monitoring** all information systems for both Wynn & Encore properties along with a colocation at Switch within the Network Operations Center
- Documenting all troubleshooting details within the **Altiris** ticketing system, internal Run Books & **MS SharePoint 2007**
- **AD, Group Policy, Exchange & SQL Cluster Administration**
- Assisting Desktop Support by **opening/closing ports, assigning vlans** on **Extreme Switches**
- Engaging with upper management & executives to resolve urgent issues
- Partnering with multiple vendors and escalating various amounts of tasks to different departments within IT
- Backup administration (**ADIC Scalar i6K, Quantum VTL, Symantec Netbackup 7**)
- 2nd level escalation for **Micros/Opera PMS, Epicor/NSB POS** systems, **IGT gaming suite**
- Responsible for assigning **RSA tokens** for **VPN** users
- Granting application access based on HR employee requests via **Oracle Peoplesoft**
- Prioritizing critical issues & outages to resolve singular or multiple system downtimes efficiently

## IT Helpdesk Technician

June 2010 to May 2011

- Responsible for supporting the entire company's end users remotely using **Microsoft RDP, Altiris Deployment Console/Carbon Copy** and **UltraVNC**
- Installing extensive amounts of gaming and desktop applications (**Patron, Table Touch, CCTG, Microsoft Office Suite, Opera, Connected Retailer, Meeting Matrix, HotSOS, Avaya CMS, Delphi, nVision** etc.)
- Troubleshooting details within the **Symantec Altiris** ticketing system while prioritizing VIP ticket issues
- Radio Desktop Support for onsite physical computer problems
- Create tickets for Desktop Support special events
- **Reset passwords** and **unlock domain users** via **Active Directory**
- Correctly mapping **NFS** share drives for users
- Maintain a high **FCR** to ensure a minimal amount of tickets in the queue
- Partnering and escalating various amounts of tasks to different divisions within IT
- Configure and install the correct **network printers** based on user location
- Prioritizing critical issues and quickly resolving end user concerns and complaints, all while providing remarkable customer service

## **Naqvi Injury Law, Las Vegas, Nv**

*Nevada's premier Personal Injury Law Firm helping hundreds that have been injured in almost any situation.*

## Systems Administrator

November 2009 to May 2010

- Executing **IT efficiency** surrounding pleadings for litigation, documents for claims etc.
- Troubleshooting and working with the vendor dealing with primary software (**Needles**) used for cases and optimizing its use for business needs
- Analyzing business methods to overall come up with a more **paperless solution**
- Implemented time tracking software for new employees
- **Digitizing important documents** and correspondence and also ensuring files are **backed up daily**
- Repairing any technical obstacles and recommending any solutions that optimize workflow

## **Geek Squad, Las Vegas, Nv**

*One of the world's largest computer tech support organizations offering various aspects of computer repair solutions.*

## Lead Bench Technician

February 2008 to January 2010

- Providing clients with computer repair solutions by performing diagnostic tasks on their current system
- Utilized tools provided in the **Geek Squad MRI** software suite
- Run **Memtest** to test RAM failures
- Used **Kaspersky Anti-virus** to remove viruses
- Executed **Norton Ghost** for disk imaging
- Managing repair lists and turn time to ensure repairs are done quickly and correctly
- In charge of installations of hardware & software including reinstalling various operating systems (**Windows XP, Windows 7, Windows 8**) & configuring whole systems together
- Accountable for recommending new systems based on their current configuration and the needs of the client