
Erick Dimalanta

E-mail: erick@erickdimalanta.com

Website: <https://erickdimalanta.com>

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, great personality, works best on a team and is determined to move into new environments by using my existing experience to adapt quickly. Success-driven with an ability to rapidly absorb and comprehend new information and would be a great asset to any company.

TECHNICAL EXPERTISE | CERTIFICATIONS

<ul style="list-style-type: none">• VMware 4.0-6.7• VMware vCloud Director• Microsoft Server 2003-2016• HPE Hardware (Blade, 3PAR, etc.)• Brocade Fabric Switches	<ul style="list-style-type: none">• Virtualized Infrastructure• SDDC Management/Design• Configuration & Upgrading• Administration & Mgmt• Training & Mentoring	<ul style="list-style-type: none">• A+ & N+ Certified• MCP Certified• VCA 6-DCV• VCP 6-DCV• VCP 6.5-DCV
---	--	--

EDUCATION

Western Governors University Salt Lake City, UT	College Of Southern Nevada Las Vegas, NV	Cimarron Memorial High School Las Vegas, NV
--	---	--

PROFESSIONAL EXPERIENCE

[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 Present](#)

- 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 (**Hyper-Converged, vSAN**, 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**
- Utilized VMware components (**HA, EVC, VUM, vDS, SIOC**, etc) to have better infrastructure reliability in our **SDDC**
- Configure **Resource Pools** and set **DRS** migration thresholds to better automate the distribution of heavy workloads.
- Built **Content Libraries** for centralized VM install media and tools across multiple vCenters
- Created specific granular **RBAC** for different teams accessing the VMware infrastructure to separate and correctly define access
- 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
- **Data Center migration** and physical server consolidation
- Deployment of server infrastructure and storage arrays

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 confirming 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