



Chris Armstrong

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Objective

Innovation
Security
Engineering
Automation
Emerging Technologies

Providing excellent solutions for ever changing and challenging business environments. I currently have one software distribution patent pending with the US Patent office and several others under development. My most recent technical experience has been focused in the realm of software distribution, inventory, and asset management.

Certifications

CISSP, MCSE 2000 & NT4, A+, N+, ASE, DCSE, MCA, ITIL, CCNA

Exams completed successfully to date:

(ISC)2: CISSP **Microsoft:** 70-073, 70-067, 70-058, 70-068, 70-087, 70-059, 70-080, 70-210, 70-215, 70-216, 70-217, 70-220 70-098, 70-218
Cisco: 640-507 (expired) **Comptia:** 220-101, 220-102, N10-001
Compaq: 010-397 **Marimba:** MCA **Dell:** Portables & Desktops (v3.0)
ITIL: IT-Service Management

Experience

Application Packaging
Software Deployment
Patch Management
Ghost / PC Images
Disaster Recovery
Technical Training
Presentation skills
App Development
VB/WMI Scripting
Desktop Firewalls
Networking skills
Troubleshooting
BMC ITSM Suite
Remote Access
Remedy CMDB
WSUS Server
BMC AIE/EIE
SMS Server
SUS Server
BMC ADDM
VB Scripts
ASP / SQL
Marimba
Antivirus
VB.net
VB6

Dell / Perot Government Services Consultant 1/1/07 - Present

Providing consulting services and completing implementation of multiple applications for a large US government organization. Designed and Implemented BMC Marimba infrastructure for a 30,000+ endpoint environment. Established the password management system for 35,000 users. Integrated Lotus ID file reset abilities with password management tool. Implemented ITSM components of Remedy and integrated with BMC CM asset discovery abilities. Created unique scanning tools as well as GUI interfaces to meet needs during critical upgrade. Configured and deployed BMC Foundation Discovery toolset. Populated Asset management system with all data from Marimba, previous inventory databases, and new orders. Establishing a constant inventory management tool and process for all assets under configuration management.

Perot Systems Corporation 3/31/03 - Present Plano, TX Deployment Engineer

Designed and implemented the Perot Systems leveraged Marimba infrastructure which provides software deployment, inventory, compliance, and patch management to over 20,000 computers on multiple accounts. Trained and lead the Perot Systems software deployment team of six. Traveled to client's sites to present software deployment offering, implement and train local support. Managed LDAP and SQL servers for leveraged Marimba service offering. Traveled to India on two occasions to train application packaging and Marimba support. Created all technical and process documentation for the software deployment offering. Implemented and Managed WSUS and SUS patch management server for Perot Systems and clients. Created change management documentation for patch management and software deployment. Provided assistance during virus break outs to help find and patch any machines with issues and clean infected machines. Converted existing SMS environments to Perot systems leveraged Marimba solution. Provided assistance on multiple client accounts during inventories Assisted in Perot Systems disaster recovery program. Created antivirus clients as well as application to ensure antivirus

clients were directed to the appropriate update server. Created and managed client images and application packages. Created Visual Basic scripts, Visual Basic 6 applications, registry scripts as well as other scripts and batch files. Created custom inventory applications to help assist in asset management and reporting for both Perot Systems and clients. Captured images of PC's needed for records retention and legal purposes. Completed Marimba version 6 product upgrades on several accounts. Created multiple solutions and processes to meet client and corporate needs, some have been submitted for patents or are patent pending.

Technical Training
Presentation skills
Networking skills
Troubleshooting
Remote Access
Cisco Switches
CCTV Systems
Ghost Images
Cat 5 Cabling
PC Hardware
PC Software

Silicon Valley 5/01/01 – 4/15/03 Addison, TX
Lead Technical Trainer (MCSE, MCSA, CCNA, A+, N+ classes)

Prepared students for Microsoft MCSE, Cisco CCNA, Comptia A+ and Network + certification exams. Taught students installation and troubleshooting of: Accounts, OS, BSOD, boot process and files, on 9X/NT platforms. Explained concepts such as encryption and networking with visual tools such as: Ethereal, NeoTrace, VisualRoute, L0phtCrack. Presented technology in an easily understandable format for all levels, created hands on labs and class materials. Maintained: Active Directory, Accounts, Routers, PC's, Printers, and software. Answered student's technical questions quickly and professionally. Installed the CCTV system for a Prometric Testing center located inside the school.

NetIQ App Manager
Vlan Administration
RiLoe Access Cards
Compaq Hardware
F5 Load Balancers
VPN / Contivity
HP Openview
Cisco IOS
TFTP

Data Return 5/1/00 – 6/15/01 Las Colinas, TX
Network & Systems Operations Center Engineer

Supported clustered SQL servers, load balanced web servers, and the network in a NOC environment. Monitored for Network, IIS, SQL attacks. Patched servers and NOC workstations. Provided assistance with SSL issues such as certificate expiration and renewal. Remotely managed and repaired/upgraded Routers, Switches, Firewalls, IIS, SQL, and Active Directory user and computer accounts. Clients included HRBlock.com, Radioshack.com, and Match.com.

Exchange / Outlook
Microsoft Software
Social Engineering
SecurID Tokens
VPN / Contivity
Domain Admin
Dell Hardware
Macintosh

Nortel Networks 10/99 – 5/1/00 Richardson, TX
Lead Technical Support Engineer

Provided technical support to Nortel employees running NT/9X/MAC users for Software, hardware, and network related issues. Utilized two factor authentication mechanisms and social engineering prevention techniques during support calls. Assisted with SecurID access token issues such as synchronization. Troubleshooting of: User Profiles, Domain accounts, Local accounts, System policies, Login scripts. Used knowledge of TCP/IP and dial up support to ensure employees worldwide would have access to internal company resources 24x7x365.

Gateway Hardware
AS 400 Ordering
Customer Service
Vantive Tickets
PC Hardware
PC Software

Gateway Computers 10/98 – 10/99 Plano, TX
Lead Technician

Opened the Plano service center, set up all equipment and service center procedures. Lead a team of 3 technicians who would diagnose troubleshoot and repair 40 or more pc's a day. Repaired the following devices: Gateway & 3rd party Hardware & Software, Boot up, Operating Systems, device installation and testing.

Network Cabling
Hayes Commands
Modems / ISDN
VPN Systems
Switches
Routers

Intur.Net

9/97 – 10/98

Richardson, TX

Network Support Technician

Provided Dial up and ISDN support to clients running 9X/NT/Unix operating systems. Purchased and configured all new servers, desktops, and network hardware. Support included troubleshooting modems, scripts, PPP, PPTP, VPN software.

Warehouse Processes
Asset Management
Ghost / PC Images
Physical Security
CCTV Systems
PC Hardware
PC Software
Door Locks

Tiger Distribution

11/96 – 9/97

Richardson, TX

Warehouse Manager / PC Technician

Started at Tiger building custom PC's, loading Operating systems and providing technical support. I was asked to take the role of warehouse manager by the owners of the company and maintained a high level of trust with them. Setup a CCTV system and installed new locks inside the warehouse and vault. Managed inventory of over \$100,000 in computer parts including CPU's, RAM, etc.

Projects

www.CM-UG.com

2006 - Present

Plano, TX

Chair / Owner / Administrator

Established the Configuration Management / Marimba User Group website. A collection of over 350 professionals from more than 80 organizations.

Tasks Completed:

- Lead monthly user group discussions.
- Maintain user community with relationship BMC.
- Establish and maintain the Marimba User Group website.
- Provide detailed monthly meeting minutes to user group.
- Create and provide special events for the members as needed.
- Work with BMC on product enhancements and all CM related Beta products.

Telvista Corporation

2002 – 2003

Plano, TX

Active Directory Migration Consultant

Provided Active Directory consulting to Telvista during a W2 based contract.

Tasks Completed:

- Migrated all NT4.0 servers to Windows 2000.
- Provided current state assessment of entire MS environment.
- Designed and constructed new Active Directory.
- Collapsed NT4.0 Domains and migrated accounts.
- Created scripts to migrate only valid user accounts.
- Established new domain policies and SOP's for user management.
- Provided support teams with custom MMC consoles.

Pintail Technologies 2002
Desktop / Network Consultant

Plano, TX

Provided desktop and network consulting to Pintail during a 1099 based contract.

Tasks Completed:

- Provided current state assessment of desktops and network access.
- Documented path for Pintail to eliminate current ISP for email.
- Establish VPN access for remote users.
- Provided diagrams of all network connections and new VPN.
- Reviewed current security policies and recommended changes.
- Provided management with project plan to achieve goals.

MMOExchange 2002 - 2006
Technical Consultant

Plano, TX

Provided consulting services to MMOExchange on a part time basis.

Tasks Completed:

- Created custom Visual Basic applications for MMOExchange.
- Created custom VBS scripts for improving business processes.
- Assisted with backups and disaster recovery planning.
- Provided hosting and support for MMOExchange website.
- Created Ecommerce storefront for MMOExchange.

Education

North Texas Academy

<http://www.northtexasacademy.com>

1039 East 15th Street, Suite 203
Plano, TX 75074

Collin County Community College

<http://www.ccccd.edu>

9700 Wade Boulevard
Frisco, TX 75035

Community

Fellowship Church

<http://www.fellowshipchurch.com>

Active member and consistent volunteer in children's services.

