



# 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

**Marimba:** MCA

**Comptia:** 220-101, 220-102, N10-001

**Compaq:** 010-397

**Dell:** Portables & Desktops (v3.0)

**ITIL:** IT-Service Management

**Cisco:** 640-507 (expired)

## Experience

Application Packaging  
Software Deployment  
Patch Management  
Ghost / PC Images  
BMC Atrium CMDB  
Disaster Recovery  
Technical Training  
Presentation skills  
App Development  
VB/WMI Scripting  
BMC CI providers  
Desktop Firewalls  
Networking skills  
Virtual Systems  
BMC Bladelogic  
Service Models  
BMC Tideway  
WSUS Server  
BMC AIE/EIE  
SMS Server  
BMC FD/TD  
BMC ADDM  
BMC SIM  
BMC BEM  
SUS Server  
BMC ADDM  
VB Scripts  
ASP / SQL  
WinBatch  
Marimba  
Antivirus

### Dell / Perot Systems

1/1/07 - Present

Plano, TX

### Government Services Consultant

Providing consulting services and completing implementation of multiple applications for a large US government organization. Designed and implemented the BMC Marimba infrastructure for a 30,000+ endpoint environment. Established the password management system for 35,000 users. Integrated Lotus Notes ID file reset abilities with password management tool. Implemented ITSM components of Remedy and integrated with BMC Bladelogic Client Automation asset discovery abilities. Created unique scanning tools as well as GUI interfaces to meet needs during critical upgrade. Configured and deployed BMC Foundation Discovery / Topology Discovery toolset versions 1.5 through 8.2. Populated asset management system with all data from Marimba, previous inventory databases, and other discovery systems. Establishing a constant inventory management tool and process for all assets under configuration management. BMC Atrium Discovery and Dependency Mapping 8.2 deployment and configuration. Integration of ADDM system with BMC Atrium CMDB and Asset Management application. Modification of Tideway patterns, TKU's, and system taxonomy for custom data collection and reporting. Extensive use of VBscripting and custom Marimba channel creation. Use of WinBatch application as well as VBA and VB to create custom interfaces. Use and management of application virtualization software products and virtual systems. Provided CI's from multiple BMC and non BMC tools to the CMDB for asset and impact management.

### Perot Systems

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.

VB.net  
VB6

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

**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  
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 & 3<sup>rd</sup> 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  
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](http://www.CM-UG.com)

2006 - Present

Plano, TX

### **Chair / Owner / Administrator**

Established the Configuration Management / Marimba User Group website. A collection of over 400 professionals from more than 100 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

Plano, TX

### **Desktop / Network Consultant**

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 Technical Consultant**

2002 - 2006

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.norhtexasacademy.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.

