

James M. Banfield

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Professional Experience

Borders Group inc. (RETAIL) Ann Arbor, Michigan(2004- present) *Intel Systems Manager/Midrange Systems Manager*

- Manage the daily operational needs of the environment. This includes deployment, monitoring, upgrade forecasting for servers, PC's, POS systems, multiple operating systems, hardware and software, data backup and recovery, security and disaster recovery.
 - Responsible for stability, reliable access and quality of data presentation to internal and external clients.
 - Develop purchase recommendations for infrastructure hardware and software needs. Including Windows (NT,2000, 2003), Unix (AIX), Active directory, Novell, Anti-Virus/spyware and point of sales
 - Directly manage 18 staff in two primary locations. Teams include: Unix Administration, Windows Administration, Web services and architecture, Storage, backup/recovery and messaging (Exchange)
 - Manage second/third level helpdesk
 - Heavy experience in Windows 2000, 2003 and XP
 - Develop IT policies and procedures

J Walter Thompson. (Advertising) Detroit, Michigan (2000-2004) – *Manager, Network Services*

- Hands -on Manager
 - Managed the daily operations of all Network Services for ~1300 node, 25 geographically separated networks
 - Oversee the end-user support through helpdesk and technical support
 - Direct management of Network Engineering team hands on responsibility for ~125 servers providing core services such as e-mail, file and print, firewall, VPN, WAN, security, application services, data backup/recovery, business continuity and client server applications
 - Managed anti-virus, anti-spam and security for all aspects of the network
 - Manage Lotus Notes team maintaining mail and application services for ~15,000 users in International environment. Held hands-on responsibility as architect, engineer and manager
 - Managed BlackBerry farm for 1200 users
 - Designed and maintained WAN/LAN and all VPNS
 - Managed company ERP supporting 6 locations
 - Maintained vendor relationships as appropriate for data center – storage, server HW, server OS, procurement and maintenance agreements
 - Responsible for storage management, archiving and growth – SAN
 - Meet with business units within the Agency to develop strategic technical solutions to help meet client needs
 - Handled security management on all servers
 - Managed technology budget and roadmaps
 - Managed voice network (voice switch)
 - Managed several large projects –(MS Project, ERP)
 - Managed Lotus Notes environment for 1200 users in 25 locations
 - Involved "hands-on" in all phases of Network management – vision, design, procurement, install, evaluation and administration
 - Developed and maintain standards and procedures documentation
 - Maintained company web sites

Vector Research. (Health care) Ann Arbor, Michigan (1992-2000) – *Operations Manager*

Managed daily operations of all Network Services in 3 office locations (Ann Arbor(2), San Antonio)

Managed helpdesk for 300 users

Managed Lotus Notes messaging and application servers for 300 users

Client management – Macintosh, Wintell

Direct management of Network Engineering Team, and Helpdesk technicians

- Met with business units within the firm to develop strategic technical solutions to help meet their needs

Designed and documented daily operations and procedures guidelines for IT group

Administered and Maintained 8 Novell servers, 6 Windows NT servers (serving Lotus Notes)

Managed vendor relationships as suitable for IT services

Managed rights, security, user accounts on all file and print servers
Designed, procured, installed, monitored and evaluated all Network hardware solutions

Eastern Michigan University. Ypsilanti, Michigan. *Instructor*

Courses taught:

Network Administration – network principles & server administration based on Novell
Networking
Network Administration II– further study on network principles & server administration
based on Novell and Microsoft operating systems

Member of Curriculum Committee, School of Network Technology and Administration

EMU/College of Charleston. (1988-1992) – *Network Support Specialist/Supervisor*

Assisted students with Microsoft Office suite, printing, general computing issues

Maintained software library

Maintained a small (30 user) Novell network – printing, user accounts, etc.

Education and Training

Bachelor of Science: Network Information and Technology Administration
Eastern Michigan University, 1999.

Currently pursuing Masters Degree in Technology at Eastern Michigan University

Cisco (courses taken below)

Introduction to Cisco Networking Technologies
Interconnecting Cisco Networking Devices
Designing for Cisco Internetwork Solutions
Aironet Wireless LAN Fundamentals and Site Survey
Cisco Voice Over IP Technology Understanding
Cisco Routing Technologies 7200 Series

Nortel (courses taken below)

WLAN technologies
Datacenter security
Nortel MDM Fault Training for PASSPORT 8600 Core Switch
Nortel VOIP Technologies

Microsoft (courses taken below)

Microsoft Windows 2000 Network and Operating System Essentials
Implementing and Supporting Microsoft Windows XP Professional
Implementing Microsoft Windows 2000 Professional and Server
Implementing and Administering Microsoft Windows 2000 Directory Services
Designing a Security-Enhanced Microsoft Windows 2000 Network

Novell (courses taken below)

Foundations of Novell Networking
Netware Administration
Advanced Netware Administration
TCP/IP for Networking Professionals
Service and Support

Lotus Notes (courses taken below)

Administration

Notes Domino System Administration Operating Fundamentals Exam
Notes Domino Building the Infrastructure
Notes Domino Managing Servers and Users Exam
Notes Domino Configuring Domino Web Servers Exam

Development

Notes Domino Application Development Foundation Skills
Notes Domino Application Development Intermediate Skills Exam
Developing Web Applications Exam
Lotus script in Notes for Advanced Developers Exam

Seminars and product training

Enterprise Management World
Business Continuity and Disaster Planning
Comdex – Future Technology Solutions Conference
Interop – Business and Technology Convergence Conference

Email Security Conference
Network Storage Conference
Novell Brainshare; Lotus Notes – Lotus Sphere
XIOTECH – SAN and Fiber Administration, Maintenance and Design
EMC -- SAN and Fiber Administration, Maintenance and Design
StorageTek - Business Continuity and Disaster Planning
Security World
Web Services Design, Implementation and Maintenance

Project Management

- Information Technology Project Management
- Software Development Life Cycle
Data Life Cycle
Total Quality Management (TQM)