

Dade Michael Veron

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EDUCATION

Yale School of Drama, New Haven, CT August 2011 - May 2013
Department of Technical Design & Production

Brown University, Providence, RI Completed August 2007
A.B., American Civilization, awarded May 2008

EXPERIENCE

VWR International, LLC, Radnor, PA November 2016 - Present
Systems Administrator - Americas Engineering

- Team's subject matter expert on VMware vSphere and key infrastructure hardware, such as physical hosts, backup appliances, network storage, and networked PDUs and UPS units
- Directly support the infrastructure post-merger integrations (iPMI) team on the aforementioned items
- Liaison to the Global NOC's server and network support teams and Americas regional leadership
- Lead regional standardization efforts on monitoring, hardware, backup solutions, UPS units, and PDUs
- Continue executing the same duties of the previous Associate role across existing and integrated sites

VWR International, LLC, Radnor, PA March 2015 - October 2016
Associate Systems Administrator - Americas Engineering

- Provided Tier 3 Windows and VMware server support for all 50+ facilities throughout the Americas, including physical hosts, virtual servers, network storage, backups, UPS units, and PDUs
- Played active role on the iPMI team: making discovery trips, assisting new infrastructure deployments, performing end-user computing migrations, and supporting users on-site during go-live
- Led research and deployment of new, standardized backup appliance solution for integrations
- Utilized Citrix XenApp for deploying regional and enterprise end-user application solutions
- Created and updated internal and external support documentation

VWR International, LLC, West Henrietta, NY December 2013 - February 2015
Client Technologies Administrator

- Provided Tier 2 desktop support for 250+ associates at four locations in the Science Education division
- Imaged and configured laptops and workstations based on user needs and corporate specifications
- Administered local deployment of enterprise projects, such as Windows XP to 7 upgrade, Citrix XenDesktop, XenApp, and Published Desktop, and physical desktop replacement with thin clients
- Maintained devices such as projectors, VoIP phones, warehouse RF devices, and label printers

Unisys Technical Services, West Henrietta, NY August 2013 - November 2013
Services Support Representative

- Front-line help desk agent in a call center environment for a major US financial institution
- Functions included triaging all IT issues, resolving or escalating as needed, documenting interactions, navigating an extensive resource database for troubleshooting proprietary banking software, tracking escalated tickets, and following up with end-users to ensure timely resolution of reported problems

Yale Repertory Theatre/Yale School of Drama, New Haven, CT August 2011 - May 2013
Various technical assignments

- Roles included production supervisor, technical director, master electrician, and projection engineer
- Executed projects based on knowledge of electrical circuitry, programmable logic controllers, network architecture, automation control software, TCP/IP, UDP, DMX, MIDI, and Modbus protocols

The Sandra Feinstein-Gamm Theatre, Pawtucket, RI August 2007 - June 2011
IT Administrator and Technical Director

- Provided desktop OS, application, and hardware support for users in a Windows-based environment
- Developed, installed, and maintained the wired and wireless LAN, ERP server, file shares, intranet, firewall and security policies, networked printers and scanners, and VPN access

ACTIVE CERTIFICATIONS

VMware: VCP6.5-DCV, VCP6-DCV, VCA6-DCV