

## 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 March 2015 - Present  
*Systems Administrator, Nov. 2016 - Present; Associate Systems Administrator, Mar. 2015 - Oct. 2016*

- Provide 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
- Team's subject matter expert on VMware vSphere and key infrastructure hardware
- Multiple roles for infrastructure post-merger integrations: making thorough discovery trips, designing new infrastructure deployments, assisting server and end-user computing migrations, and supporting go-live
- Led research and deployment of new, standardized backup appliance and off-site replication solution for new site integrations and leading project to extend the solution across existing facilities
- Utilize Citrix XenApp for deploying regional and enterprise end-user application solutions
- Drive regional standardization efforts on monitoring, hardware, backup solutions, UPS units, and PDUs
- Responsibility for file and print servers (AD permissions, file restores, print queue changes, etc.) and lifecycle management projects such as Server 2003 retirement and XenApp 5/6.5 elimination
- Create and update internal and external support documentation and diagrams

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

- Provided Tier 2 end-user support for 250+ associates at four locations and remote sales personnel
- Imaged and configured laptops and workstations based on user role 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 A/V systems, projectors, VoIP and mobile phones, warehouse RF inventory and order fulfillment devices, USB scanners, package scales, and specialty label printers
- Developed inventory tracking system and infrastructure diagrams such as MDF/IDF rack elevations
- Managed daily tape backup rotation and off-site hand-off for on-site servers

**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