

Dade M. Veron
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EDUCATION

Yale School of Drama, New Haven, CT
Department of Technical Design & Production

August 2011 - May 2013

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

Completed August 2007

EXPERIENCE

CDI, LLC, Audubon, PA (previously High Availability, Inc. until 2021)

December 2017 - Present

Datacenter Systems Engineer - Managed Services Engineering

- Manage both hosted enterprise cloud solutions infrastructure and client-owned datacenter and on-premise systems for organizations of all sizes across all industries
- Principle lead on architecting and maintaining our Infrastructure-as-a-Service private cloud vSphere environment of 2000+ VMs and 100+ ESXi hosts across three US regional datacenters
- Daily Tier 3 support for vSphere (including ESXi, vCenter, and VMware Cloud Director), server hardware (including Cisco UCS, Supermicro, HPE, and Dell), Veeam, Nutanix, Windows Server OS, and storage systems (including NetApp, Pure, Cohesity, Synology, QNAP, and Quantum)
- Led development and implementation of VMware Cloud Director Availability as a new disaster recovery and migration offering in addition to our existing BaaS and DRaaS solutions
- Worked with peer teams and stakeholders to plan and execute major datacenter reorganization and deployment of new networking, compute, and power infrastructure
- Design and deploy new vSphere virtualization solutions for clients as well as perform assessments, migrations, security hardening, and maintenance for existing client environments
- Lead internal resource for Windows administration (AD, ADCS, DHCP, DNS, GPO, RDS, and WSUS), deployment of patching and security solutions (Ivanti and CrowdStrike), and other programs such as Bitvise SFTP and multiple appliance-based applications
- Deploy and maintain multiple non-Windows operating systems, including CentOS, Ubuntu, and Photon
- Create and update internal documentation and client-facing how-to instructions
- Managed Cloud Services Employee of the Year for 2020

VWR International, LLC, Radnor, PA

March 2015 - December 2017

Systems Administrator, Nov. 2016 - Dec. 2017; Associate Systems Administrator, Mar. 2015 - Oct. 2016

- 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
- 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 a new, standardized backup appliance and off-site replication solution for new site integrations and then led project to extend the solution across existing facilities
- Utilized Citrix XenApp for deploying regional and enterprise end-user application solutions
- Drove 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
- Created and updated 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

CERTIFICATIONS

VMware: VCIX-DCV 2021, VCAP-DCV Deploy 2021, VCAP-DCV Design 2021, VCP-DCV 2021, VCP6.5-DCV, VCP6-DCV, VCA6-DCV