

**Andrew L Seymour**  
**Downingtown, PA 19335**  
**Cell: (610) 304-4393**  
[alseymour@aseymour.com](mailto:alseymour@aseymour.com)

## **Career Summary**

Throughout my information technology career, spanning 30+ years working for all types of companies from large Enterprises to Sole Proprietorships, I have utilized my various experiences and skills, to help better understand the unique needs and requirements of creating, expanding, maintaining, monitoring, and troubleshooting a User(s)/Client(s) environment.

## **Education**

BA – Physics/Math, Curry College, Milton MA

## **Certifications**

Microsoft MCP (#2034706) - Windows NT 4.0 Server & Workstation

Studying for the AZ-140 & AZ-104 Microsoft certifications

## **Employment History - Overview**

IT Operations Analyst – Cantaloupe, Inc. (Sept 2017 – Current)

Owner/Consultant – Seymour Digital Consulting, LLC (1987 - Current)

Windows/WinTel System Analyst (Consultant) – McNeil Pharmaceutical (Nov 2006 - Aug 2007)

Windows/WinTel Systems Administrator (Consultant) – Covance (Mar 2006 - Oct 2006)

Windows/WinTel Systems Administrator (Consultant) – Centocor Pharmaceutical (Oct 2003 - Dec 2005)

Manager of Technical Services/Senior Field Service Rep. – Infinity Computer Systems (Feb 2003 - Sep 2003)

User Services & Office Manager – SimStar Internet Solutions (Aug 2001 - Apr 2002)

Senior IS Troubleshooter – Medical Broadcasting Company (Oct 1999 - Mar 2001)

Project Manager/Escalated Tier Support (Consultant) – DuPont Experimental Station (Dec 1996 - Oct 1999)

Senior Specialist – TV Guide, Inc. (Feb 1993 - Dec 1996)

Applications Specialist – Kodak Electronic Printing Systems (Sep 1990 - Jan 1993)

Applications/Systems Engineer – Optical Access International (Apr 1989 - Sep 1990)

Inside/In-house Sales Associate – Unicom (May 1988 - May 1989)

## **Professional Experience - Overview**

Active Directory and Group Policy Management (W2K- W2K19)

Antivirus Software (Symantec, McAfee ePolicy Orchestrator, Panda, TrendMicro)

Auditing, Configuring, Deploying, Purchasing and Upgrading Servers, Desktops and Laptops

Compaq/HP System Insight Manager (CIM/SIM) Administrator

Data Center Server Consolidation and Retirements

Designing, Developing and Implementing Software and Hardware standards

Documentation experience: End-User, Technical Staff, FAQs, and Knowledge Databases

Experience with Help Desk Tracking Software (Jira, Remedy, Track-It)

Hardware Support (Desktop/Laptops): Acer, Apple, Compaq/HP, Dell, Gateway, IBM

Hardware Support (Windows/WinTel Servers): Compaq/HP (DL360, DL380, DL580), Dell, IBM

Help Desk Administration: Best Practices, Design, Routing, SOPs, and Standards

Microsoft Windows Servers (NT4-2019)

Networking experience: AppleTalk, DHCP, DNS, Ethernet, NAT, NetBIOS, SNMP, TCP/IP, WINs

Operating System Support: Macintosh (OS 5.4-10.4); Windows/WinTel (95/98/NT4/2K/XP/Win10)

Patch Management Administrator (DesktopCentral, Ecora, MBSA/WSUS, Shavlik NetChk)

Regulated environments: FDA, HIPPA, Sarbanes-Oxley, ITIL v2 - Change Control

Regulatory knowledge (Qualified): PCI, FDA, HIPPA, Sarbanes-Oxley, ITIL v2 - Change Control

Remote Administration: DameWare; Microsoft RDP/TS; Compaq/HP R/iLO

Researching, Testing and Recommending Computer Hardware and Software

Server Administration - Windows/WinTel Servers (NT/2000/2003/2008/2016/219)

Support Microsoft Office 365 suite (Excel, Outlook, PowerPoint, Project, Visio, and Word)

Veritas NetBackup Enterprise Administrator (3.41-5.1)

VMWare Administrator (GSX/Server, ESX and Workstation v2-3.x + 5.x)

## Professional Experience – Detail

### IT Operations Analyst – Cantaloupe, Inc. (Sept 2017 – Current)

Hired/Trained Mentored Staff – Help Desk Manager and Staff

Participated in reviewing resumes and screening (No HR)

Architect/Admin Microsoft Azure Cloud VDI

Admin VDI environments (Creation, Patching, Usage, Disposal)

Analyze input from Project Managers to create VDI environments (VMs, Application groups, Host Pools, Workspaces)

Microsoft Azure Cloud AD Admin

Assigned/Verified User(s)/Group(s) Licensing

Created/Assigned/Verified User(s)/Group(s) in Hybrid/Role-based access control (RBAC) Environment

Migrated on-prem File servers to Azure

Migrated on-prem Domain Controllers to Azure

Setup Universal Print in Azure - Migrated/Retired on-prem Print Server

Senior Help Desk Lead/Creator

Built Help Desk – Best Practices, Documentation, Standards, Procedures, Workflow

Coordinated with Human Resources to deploy assets to Home and Offices during COVID-19 pandemic

Sr. Admin Microsoft Active Directory/ Windows Server (W2K3-2019)

Created/Enforced Standards/Best Practices for GPO/DNS/DHCP/User Profiles

Admin Microsoft Office 365

Assigned/Upgraded/Reviewed Users Seats/Licenses

Admin Microsoft SharePoint

Migrations of on-prem File shares to SharePoint via Migration Tool (SPMT)

Created/Curated Department Documentation

Azure VDI Users group (Current Issues, App Config Best Practices)

Help Desk (End User, Tech) & Cloud Services (Tech)

Admin Microsoft SharePoint/Teams – Create, Monitor sites

Researched/Integrated/Admin - Zoho ManageEngine - Asset Explorer

Integrated with ManageEngine - Desktop Central for Asset tracking continuity

Researched/Integrated/Admin - Zoho ManageEngine - Desktop Central

Setup/Utilized - OS Deployment/Imaging, Patch Management, Remote Support (VPN-required)

Migrated/Retired on-prem VMWare Server to Azure VDI

Researched/Integrated/Admin – Zoho Secure Gateway Server

Major Support Benefit during COVID-19 pandemic

Allows Non-VPN access to utilize Remote Support and Patch management beyond the standard

Windows Update (i.e., '3rd party', OEM (BIOS/Drivers))

Administrator for Instant Messaging (IM) Video Conferencing Systems

GoToMeeting, Slack, Skype, Teams, Zoom

Corporate Name Change Project (Phoenix) Member - (Feb-April 2019)

Vendor notifications, Documentation Updates, User training

Azure CLI and PowerShell - Working knowledge

Owner/Consultant – Seymour Digital Consulting, LLC (1982 - Current)

Photography (1982-Current)

Northstar Commercial Construction, LLC (May 2010 – Sept 2017)

- Webmaster (DotNetNuke - DNN)
- Search Engine Optimization (SEO)
- Digital Image Management

United Technical Consulting, Phoenixville, PA (2003 – Sept 2017)

- System Administrator - Windows 2008 Standard
- System Administrator - Small Business Server 2003
- Project Manager and Implementation for W2K8 Server Upgrade
- General Computer Support
- Graphic and Website Design

Tropical Stone, Malvern, PA (April 2008 – September 2010)

- Small Business Server Administrator (W2K3)
- Project Manager (AMS System) – Custom Inventory Management System
- Project Manager (Wireless Warehouse)
- Network Support (Wired and Wireless (802.11a/b/g))
- General Computer Support
- Photography (Inventory and Events)
- Graphic and Website Design
- Digital Image Management

Rackware, Inc., Santa Clara, CA (October 2009 – January 2010)

- Product Viability Research and Development (Linux/Windows)

Windows/WinTel System Analyst (Nov 2006 – Aug 2007)

McNeil Pharmaceutical, Ft. Washington, PA – a Johnson &amp; Johnson Company (IBM Consultant)

- Active Directory and Group Policy Management (W2K & W2k3)
- Compaq/HP System Insight Manager (CIM/SIM) Administrator
- Configured/Designed Laboratory Computer Systems
- Created Installation & Operation Qualification (I/OQ) Documentation
- Data Center Server Consolidation and Retirements (Windows/WinTel)
- Designed, Developed and Implemented Software and Hardware standards
- Documentation experience: End-User, Technical Staff, FAQs, and Knowledge Databases
- Experience with Help Desk Tracking Software (Remedy)
- Hardware Support (Desktop/Laptops): IBM
- Hardware Support (Windows/WinTel Servers): Compaq/HP (DL360, DL380, DL580)
- Networking experience: DHCP, DNS, Ethernet, NAT, NetBIOS, SNMP, TCP/IP, WINS
- Operating System Support: Windows/WinTel (2000/XP/2003)
- Patch Management Administrator (Shavlik NetChk)
- Regulated environment: FDA, HIPPA, Sarbanes-Oxley, ITIL v2 - Change Control
- Researched, Tested and Recommended Computer Hardware and Software
- Server Administration – Windows/WinTel Servers (2000/2003)
- Supported Microsoft Office suite (Excel, Outlook, PowerPoint, and Word)
- Veritas NetBackup Enterprise Administrator (5.1)
- VMWare Administrator (GSX, ESX)
- Wireless Network (802.11a/b/g) Auditing with AirMagnet

Windows/WinTel Systems Administrator (March 2006 - Oct 2006)

Covance, Conshohocken, PA (IBM Consultant)

- Active Directory and Group Policy Management (W2K & W2k3)
- Administered/Monitored/Maintained (60+ Physical Windows/WinTel Servers)
- Antivirus Software Administrator (McAfee ePolicy Orchestrator)
- Data Center Server Consolidation and Retirements (Windows/WinTel)
- Designed, Developed and Implemented Software and Hardware standards
- Documentation experience: End-User, Technical Staff, FAQs, and Knowledge Databases
- Domain Administration (NT/2000)
- Experience with Help Desk Tracking Software (Remedy)
- Hardware Support (Desktop/Laptops): Dell, IBM
- Hardware Support (Windows/WinTel Servers): Dell; IBM
- MS Exchange Administration (5.5)
- Networking experience: AppleTalk, DHCP, DNS, Ethernet, NAT, NetBIOS, SNMP, TCP/IP, WINS
- Operating System Support: Windows/WinTel (NT4/2000/XP/2003)
- Patch Management Administration (Scripts)
- Regulated environment: FDA, HIPPA, Sarbanes-Oxley, ITIL v2 - Change Control
- Researched, Tested and Recommended Computer Hardware and Software
- Server Administration - Windows/WinTel Servers (NT/2000/2003)
- Supported Microsoft Office suite (Excel, Outlook, PowerPoint, and Word)
- Veritas NetBackup Enterprise Administrator (4.5)

Windows/WinTel Systems Administrator (R&D Operations) (Oct 2003 - Dec 2005)

Centocor Pharmaceutical, Malvern, PA – a Johnson &amp; Johnson Company (Consultant)

- Active Directory and Group Policy Management (W2K & W2k3)
- Administered/Monitored/Maintained (150+ Physical & Virtual Windows/WinTel Servers)
- Antivirus Software Administrator (McAfee ePolicy Orchestrator)
- Compaq/HP System Insight Manager (CIM/SIM) Administrator
- Configured & Deployed Windows/WinTel 2000/2003 Servers (Physical & Virtual)
- Data Center Server Consolidation and Retirements (Windows/WinTel)
- Designed, Developed and Implemented Software and Hardware standards
- Developed SOP documentation (integration, deployment, guidelines, policies, and standards)
- Documentation experience: End-User, Technical Staff, FAQs, and Knowledge Databases
- Experience with Help Desk Tracking Software (Remedy)
- Hardware Support (Servers): Compaq/HP (DL360, DL380, DL580)
- Networking experience: AppleTalk, DHCP, DNS, Ethernet, NAT, NetBIOS, SNMP, TCP/IP, WINS
- Operating System Support: Macintosh (OS 5.4-10.4); Windows/WinTel (95/98/NT4/2000/XP/2003)
- Patch Management Administrator (Ecora Patch Manager)
- Regulated environment: FDA, HIPPA, Sarbanes-Oxley, ITIL v2 - Change Control
- Researched, Tested and Recommended Computer Hardware and Software
- Server Administration - Windows/WinTel Servers (NT/2000/2003)
- Supported Microsoft Office suite (Excel, Outlook, PowerPoint, and Word)
- Veritas NetBackup Enterprise Administrator (3.41 and 5.1)
- VMWare Administrator (GSX & ESX v2-3)

Manager of Technical Services/Senior Field Service Representative (Feb 2003 - Sep 2003)

Infinity Computer Systems, Havertown, PA (Full Time Employee)

- Managed the Daily Assignments for Field Technicians (4 Technicians)
- Project Manager - Networking Infrastructure Installations and Upgrades
- Project Manager - Computer Upgrades/Migrations for Accounting, Legal and Medical Professions
- Antivirus Software Administrator (Symantec AntiVirus Corporate Edition)
- Configured and Deployed Windows/WinTel 95/98/NT/2000/XP Desktops, Workstations, and Servers
- Designed, Developed and Implemented Software and Hardware standards
- Documentation experience: End-User, Technical Staff, FAQs, and Knowledge Databases
- Experience with Help Desk Tracking Software (Proprietary)
- Hardware Support (Desktop/Laptops): Acer; Dell; Gateway; IBM
- Help Desk Administration: Best Practices, Design, Routing, SOPs, and Standards
- Networking experience: AppleTalk, DHCP, DNS, Ethernet, NAT, NetBIOS, SNMP, TCP/IP, WINs
- Operating System Support: Windows/WinTel (95/98/NT4/2000/XP/2003)
- Patch Management Administrator (Windows Update)
- Regulated environments: FDA, HIPPA, Sarbanes-Oxley
- Researched, Tested and Recommended Computer Hardware and Software
- Server Administration - Windows/WinTel Servers (NT/2000)
- Supported Microsoft Office suite (Excel, Outlook, PowerPoint, and Word)

User Services & Office Manager (Aug 2001 - Apr 2002)

SimStar Internet Solutions, Princeton, NJ (Full Time Employee)

- Manager of the Help Desk & Office Facilities
- Project Manager - Auditing and Software Site Licensing
- Antivirus Software Administrator (Symantec AntiVirus Corporate Edition)
- Designed, Developed and Implemented Software and Hardware standards
- Documentation experience: End-User, Technical Staff, FAQs, and Knowledge Databases
- Experience with Help Desk Tracking Software (Proprietary)
- Hardware Support (Desktop/Laptops): Apple, Dell, Gateway,
- Help Desk Administration: Best Practices, Design, Routing, SOPs, and Standards
- Identified, Created, Implemented Best Practice, Policy and Procedure Statements
- Installation and Support for Palm (PIM) devices
- Networking experience: AppleTalk, DHCP, DNS, Ethernet, NAT, NetBIOS, SNMP, TCP/IP, WINs
- Operating System Support: Macintosh (OS 5.4-9.x); Windows/WinTel (95/98/NT4/2000)
- Patch Management Administrator (MS Windows Update)
- Researched, Tested and Recommended Computer Hardware and Software
- Server Administration - Windows/WinTel Servers (NT/2000)
- Supported Microsoft Office suite (Excel, Outlook, PowerPoint, and Word)

Senior IS Troubleshooter (Oct 1999 - Mar 2001)

Medical Broadcasting Company, Philadelphia, PA (Full Time Employee)

- Antivirus Software Administrator (Symantec AntiVirus Corporate Edition)
- Designed, Developed and Implemented Implementing Software and Hardware standards
- Documentation experience: End-User, Technical Staff, FAQs and Knowledge Databases
- Experience with Help Desk Tracking Software (Proprietary)
- Hardware Support (Desktop/Laptops): Apple; Dell; Gateway
- Help Desk Administration: Best Practices, Design, Routing, SOPs and Standards
- Identified, Created, Implemented Best Practice, Policy and Procedure Statements
- Installation and Support for Palm PIM devices
- Managed the Help Desk ticket tracking system
- Networking experience: AppleTalk, DHCP, DNS, Ethernet, NetBIOS, SNMP, TCP/IP, WINs
- Operating System Support: Macintosh (OS 5.4-9.x); Windows/WinTel (95/98/NT4/2000)
- Patch Management Administrator (MS Windows Update)
- Provided Hardware support for Dell, Gateway and Macintosh Servers, Desktops and Laptops
- Researched, Tested and Recommended Computer Hardware and Software
- Server Administration – Apple 9.x; Windows/WinTel NT
- Supported Microsoft Office suite (Excel, Outlook, PowerPoint, and Word)

Project Manager/Escalated 2<sup>nd</sup>/3<sup>rd</sup> Tier Support (Dec 1996 - May 1999)

DuPont Experimental Station, Wilmington, DE (Consultant)

- Group Leader - Omni On-Site Consulting
- Managed/Mentored Help Desk and Desktop staff members
- Managed User Services Desktop weekly meetings (20-30 participants)
- Project Manager - Hard Drive Disaster Recovery Service
- Designed, Developed and Implemented Software and Hardware standards
- Documentation experience: End-User, Technical Staff, FAQs and Knowledge Databases
- Experience with Help Desk Tracking Software (Proprietary)
- Hardware Support (Desktop/Laptops): Apple; Compaq/HP; Dell; Gateway; IBM
- Help Desk Administration: Best Practices, Design, Routing, SOPs and Standards
- Installation and Support for Apple Newton Handheld/PIM devices
- Networking experience: AppleTalk, DNS, Ethernet, NetBIOS, WINs
- Operating System Support: Macintosh (OS 5.4-8.x); Windows/WinTel (95/98/NT4)
- Researched, Tested and Recommended Computer Hardware and Software
- Supported Microsoft Office suite (Excel, Outlook, PowerPoint, and Word)



Senior Specialist (Feb 1993 - Dec 1996)

TV Guide, Inc., Radnor, PA (Full Time Employee)

- Project Leader - "The Weekly Standard" Magazine infrastructure setup and launch (DC)
- Project Manager - CD-ROM Image Database & Network/Affiliate Logo Conversion
- Project Manager - Auditing and Software Site Licensing
- Project Manager - Macintosh Corporate Computer Upgrade (Radnor, NYC, LA)
- Designed, Developed and Implemented Software and Hardware standards
- Documentation experience: End-User, Technical Staff, FAQs, and Knowledge Databases
- Experience with Help Desk Tracking Software (Proprietary)
- Hardware Support (Desktop/Laptops): Apple
- Help Desk Administration: Best Practices, Design, Routing, SOPs and Standards
- Networking experience: AppleTalk, Ethernet, NetBIOS, TCP/IP
- Operating System Support: Macintosh (OS 5.4-7.x)
- Researched, Tested and Recommended Computer Hardware and Software
- Supported Microsoft Office suite (Excel, Outlook, PowerPoint, and Word)

Applications Specialist (Sep 1990 - Jan 1993)

Kodak Electronic Printing Systems, Billerica, MA (Full Time Employee)

- Member of the "Fast Start Team"/"Color Cowboys"
- Calibrated Drum/Flatbed Scanners, Monitors and Output devices
- Documentation experience: End-User, Technical Staff, FAQs and Knowledge Databases
- Experience with Help Desk Tracking Software (Proprietary)
- Hardware Support (Desktop/Laptops): Apple
- Help Desk Administration: Best Practices, Design, Routing, SOPs and Standards
- Networking experience: AppleTalk, Ethernet, NetBIOS, TCP/IP
- Onsite Supervision and Installation of the Prophecy and PCS100 Prepress systems
- Operating System Support: Macintosh (OS 5.4-7.x)
- Researched, Tested and Recommended Computer Hardware and Software
- Supported Microsoft Office suite (Excel, Outlook, PowerPoint, and Word)
- Technical Reviewer for Computer Based Training and System Documentation

Applications/Systems Engineer (Apr 1989 - Sep 1990)

Optical Access International, Woburn, MA (Full Time Employee)

- Created the company logo
- Developed Sales, Support, and Training documentation (optical storage subsystems) (Sales Manager)
- Documentation: End-User, Technical Staff, FAQs, and Knowledge Databases
- Experience with Help Desk Tracking Software (Proprietary)
- Hardware Support (Desktop/Laptops): Apple; IBM
- Help Desk Administration: Best Practices, Design, Routing, SOPs, and Standards
- Managed the demonstration, sales, installation, and support for the Micro Dynamics MARS Imaging System
- Networking experience: AppleTalk, Ethernet, NetBIOS, TCP/IP
- Operating System Support: Macintosh (OS 5.4-6.x)
- Researching, Testing and Recommending Computer Hardware and Software
- Supported Microsoft Office suite (Excel, Word)
- Trained internal staff in eMail, Sales Database, Spread Sheet and Word Processing applications

Inside/In-house Sales Associate (May 1988 - May 1989)

Unicom, Dedham, MA (Full Time Employee)

- Hardware Support (Desktop/Laptops): Apple; IBM
- Internal Application and Hardware Support for Apple and IBM systems
- Networking experience: AppleTalk, Ethernet, NetBIOS, Token Ring
- Operating System Support: Macintosh (OS 5.4-6.x)
- Researching, Testing and Recommending Computer Hardware and Software
- Store front Sales and Support of Apple and IBM systems
- Supported Microsoft Office suite (Excel, Word)

Independent Consultant (1987 – Current)

Seymour Digital Consulting, LLC, Downingtown, PA

- IT Support SMBs, Sole-Proprietors
- Photography and Photo Restorations