

William Burch

Senior Systems Engineer

Profile

Solutions-oriented Navy veteran with over 10 years of multifaceted technology experience. Installing, designing, and maintaining high value systems, which include a dynamic history in identifying, evaluating, and repairing complex faults within multi-subsystem shipboard and enterprise networking environments.

Employment History

Senior Systems Engineer at City of Philadelphia - Office of Innovation and Technology, Philadelphia

July 2017 — Present

- Removal of 7000 inactive AD accounts by using PowerShell and SQL to compare last login data and comparing data from personnel databases.
- Automation of AD user account information using PowerShell and SQL.
- Tier 2 support for a help desk of over 20 technicians.
- Built an internal web application using PHP, JavaScript, HTML, CSS, and PostgreSQL to solve various need for the Philadelphia Department of Prisons:
 - A callout application to handle hundreds of weekly callouts and to load the data to a Datawarehouse environment for analytical purposes.
 - A census application used for the daily counts of inmates in each facility and the custody information of the inmates.
 - An FMLA application to manage FMLA abuse for the PDP. This would track the important dates, the hours remaining, and the frequency and duration for the employee.
 - A COVID reporting application that was used to disseminate daily COVID cases to the public via the PDP public site.
- Interim Datawarehouse administrator due to staffing shortages:
 - Builds and edits SSRS reports based on customer requests.
 - Builds ETL packages to pull data from various sources (MSSQL, PostgreSQL, Oracle RDB) into a SQL Datawarehouse environment.
 - Administers various database systems (MSSQL, PostgreSQL, Oracle RDB).
- General PowerShell automation
 - SFTP scripts, AD cleaning and updates, PC security and unauthorized file scans, and other various scripts as needed.

Junior Systems Engineer at La Salle University, Philadelphia

October 2015 — July 2017

- Working on a small three man-team that oversees the installation and maintenance of over 150+ technology-based classrooms across campus.
- Advanced level II and III support for systems that lose sync with the network and quick response for pieces of high priority equipment that may fail.
- Responsible for the installation, maintenance, and troubleshooting of all audio-visual related equipment for La Salle University.

Information Systems Technician at U.S. Navy, Norfolk

Details

643 Artwood Dr., Philadelphia, 19115, 267-997-2498

wburch2009@gmail.com

Links

Website

<http://william-burch.s3-website-us-east-1.amazonaws.com/>

Skills

HTML & CSS

SQL

Active Directory

Windows Server

PowerShell

August 2010 — August 2014

- Lead network administrator for more than 10 servers varying from windows to UNIX.
- Trained new sailors on the fundamentals of network administration, telecommunications, EKMS and helpdesk procedures.
- Managed a shipboard helpdesk and completed trouble calls in a professional and timely fashion.
- Managed important and mission essential communications circuits in support of two ballistic missile defense deployments.
- Managed all networking and computer budgets saving averaging over \$30,000 a year while maintaining a state-of-the-art LAN.
- Responsible for the inventory, maintenance, and upkeep of all workstations with a result of 100% accountability.

Education

M.S. Information Technology Leadership, La Salle University, Philadelphia

July 2017 — August 2019

Graduated Magna Cum Laude with a 3.83 GPA.

B.S. Computer Science and Information Technology, La Salle University, Philadelphia

August 2015 — May 2017

Graduated Magna Cum Laude with a 3.62 GPA.

References

References available upon request