

## SUMMARY OF QUALIFICATIONS

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- Experienced VMware implementation
- Virtual machine server migrations (domain controllers, databases, client/server applications)
- Project management experience in a networking environment
- Data management and reporting
- Deploy and manage corporate antivirus solutions
- Manage WAN and LAN networks in an enterprise wired and wireless setting.
- Install, configure and maintain IP phone systems.
- Utilize Microsoft Active Directory policies to manage user configurations and security.
- Email migration to Microsoft Office365
- Configure and maintain backup strategies using Microsoft Azure Backup
- Mobile device configuration and management

## TECHNICAL PROFICIENCIES

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Operating Systems	Windows Server 2003/2008/2012, Microsoft Exchange Server, Microsoft SQL Server, Blackberry Enterprise Server, VMware vSphere 3.5, 4.2, 5.5, 6.2, IBM Domino, Windows 7/8/10
Networking	WAN, LAN and WLAN Technologies, SonicWALL, Cisco, HP and D-Link Switches Routers and VPNs, Cisco/Allworx IP Phones
Software	Windows Deployment Service, Windows Server Update Services, Managed Antivirus Technologies (Norton/McAfee/ESET), Adobe Dreamweaver, Microsoft Office365, CorelDraw
Mobile Devices	Mobile Management of BlackBerry/Apple/Samsung smartphones, iPads and Samsung tablets

## PROFESSIONAL EXPERIENCE

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Grand Bend Area Community Health Centre January 2012 to present

**Data Management/Information Technology Coordinator** (Shared Position)

- Redesign of complete IT infrastructure including servers, desktops, laptops and printing/scanning solutions
- Deployment of new EMR (Electronic Records Management) software called Nightingale On Demand
- Configuration and deployment of new VPN (Virtual Private Networking) solution connecting 3 offices of the Grand bend Area Community Health Centre
- Design and deployment of new Allworx IP phone system linking 3 sites
- Planning and implementation of corporate network utilizing Dell SonicWALL to secure the network and VPN connectivity
- Creation of Disaster Recovery Plan
- Creation of Information Management Corporate Policies
- Migration from a Clear Center's Zarafa Email platform to Microsoft Exchange Online and Office 365
- Manage data reports utilizing Nightingale Data Miner and IBM Business Intelligence and Reporting Tools (BIRT)
- Design and maintenance of corporate branding including print media, website, newsletter and intranet

# Kenneth P. Mungar

South Huron Hospital Association

March 2012 to present

## **Information Technology Coordinator** (Shared Position)

- Project costing and implementation for new OTN (Ontario Telemedicine Network) systems
- Analysis of McAfee, HP and Microsoft licensing bringing company into licensing compliance
- Research and create IT strategies while ensuring compliance with organizational network security policies
- Preparation of Request for Purchase (RFP) of new virtual environment. Including analysis of existing infrastructure and researched recommendations for new technologies.
- Support client/server programs for finance and electronic medical records systems
- Virtual machine migration. Recreating Domain Controllers, File Servers, and Client Server Database Servers from scratch maintaining the complexity of original servers.

Children's Aid Society of London and Middlesex

September 2011 to January 2012

## **Desktop Support Consultant**

- Planning, configuring and deploying of new desktops and laptops to staff facilitating the moving of data and network connections while minimizing any inconvenience
- Cataloging and decommissioning of old technologies making sure to follow company data disposal policies while making sure all technologies meet Green initiatives
- Troubleshoot and repair of laptops that had issues coming out of hibernation

Research in Motion – Waterloo, Ontario

June 2011 to September 2011

## **Associate, BlackBerry Customer Technical Support**

- Responsible for direct premier technical support to customers running the BlackBerry Enterprise Solution on an IBM Lotus Domino, Novell Group Wise and Windows Enterprise platform.
- Worked in a back line capacity doing in-depth case investigations and customer follow up
- Collected information and performed initial troubleshooting of BlackBerry Enterprise Server related installations, upgrades and/or post-installation issues (resolving approximately 95% of all customer inquiries)
- Provided excellent customer support and instilled customer confidence while working on an incident, as well as when a resolution was unknown. Had a customer satisfaction index of 85%, second highest in my group
- Leveraged both internal and external knowledge based systems for assisting customers and created knowledge base articles when needed

St. Joseph's Health Care – London, Ontario

September 2008 to April 2010

## **Support Consultant**

- Project Leader (in conjunction with Planning and Facilities) coordinated and executed the relocation of departmental networked devices between local and city-wide sites
- Cyclotron Project Liaison for Lawson Research Institute - coordinating networked technologies, i.e. IP phones servers and Siemens PACs Workstations
- Preparation of network configurations – VLANs, ACLs, DHCP, DNS
- Re-addressed in excess of 1200 computers, laptops, printers, servers and other IP devices assigning proper VLANs, pertaining to the various roles of individuals
- Hospital liaison for Honeywell Building Solutions - facilitating network connectivity for their security and building automation devices

MTS Technologies – Sparta, Ontario

July 2005 to July 2008

## **Systems Administrator for Huron-Perth Catholic District School Board**

- Assured positive operations for a high school and three elementary schools. Responsibilities included: maintaining servers, computers, laptops, network attached storage, network switches, wireless routers, printers, copiers, scanners, smart boards and video conferencing equipment
- Handled administrative duties in four locations, managing 351 computers, and 7 servers while supporting 1250 users in a Microsoft Server 2003 / Microsoft Windows XP Professional domain environment
- Managed and maintained assigned pertinent school information, including staff and student data as well as Maplewood for Windows (School database software) while implementing data backup strategies for all locations
- Investigated computer related offences as it pertains to threat and cyber bullying. Reviewed logs

# Kenneth P. Mungar

- and computer data searching for evidence of crime
- Create, test and implement school images throughout the school board

## PROFESSIONAL CERTIFICATIONS

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- CompTIA A+ Certification
- CompTIA Net+ Certification

## EDUCATION

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<b>Custom Networking</b> Trios College, London, Ontario	November 2010 to May 2011
<b>Project Management Training</b> St Joseph Health Care, London, Ontario	November 2009
<b>E-Commerce Systems Developer Diploma</b> Trios College, London, Ontario	October 2003 to November 2004
<b>Business Administration Diploma</b> St Clair College, Chatham, Ontario	September 1994 to May 1995
<b>Information Technology Diploma</b> St Clair College, Chatham, Ontario	September 1993 to May 1994
Learn Smart Systems – Online Learning	
<b>Dreamweaver 5.5</b>	June 2013
<b>VMware 3.5</b>	July 2013
<b>VMware 4.0</b>	August 2013
<b>Microsoft SQL Server 2008</b>	November 2013
VMware Education Services	
<b>VMware vSphere 5.5: Install, Configure, Manage</b>	June 2014