

# Jim March

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## Senior Enterprise Microsoft Systems Engineer

A self-motivated IT professional with 15 years of hands-on experience designing, implementing, supporting, and managing multi-tiered mid-range systems for Fortune 500 clients. Successfully managed multiple complex projects in an environment of over 2,600 servers located globally. Proven track record of taking charge in high stress critical outages and efficiently implementing solutions. Recognized subject matter expert holding 9 Microsoft Certifications including 2 MCITPs, 6 MCTSs, MCSE, & MCP+I.

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### Technical Expertise

<b>OS</b>	Windows Server NT, 2000, 2003, 2003 R2, 2008   Windows Professional 2000, XP, Vista
<b>Servers</b>	Active Directory, Internet Information Server, MS SQL Server, Exchange Server, Operations Manager, Configurations Manager, Virtual Server Machines Manager, Terminal Services, Citrix Presentation Server, VMWare ESX Server, SharePoint Server, Windows Server Update Service, Hyper-V
<b>Hardware</b>	Compaq, Dell, Hewlett-Packard, SUN, EMC SAN, F5 Load Balancer, Cisco Local Director
<b>Networking</b>	DNS, WINS, DHCP, TCP/IP, SNMP, SMTP, VPN, FTP, HTTP, HTTPS, RIP, NAT, PAT
<b>Compliance</b>	ISO 9000, SAS70, PCI, Lean Six Sigma, Microsoft Operations Framework, ITIL, SOA

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### Professional Experience

**EDS, an HP Company** Fort Worth, TX  
**Senior Infrastructure Engineer** July 2006 – February 2009

Primary systems administrator for the Star Team Alliance Airline SOA environment servicing the ticketing, reservations, and fare quotes for over 150 countries, 800 airports, and 16,000 daily departures. Monitored and maintained 50+ Windows 2003 R2 x64 servers wired over a 10 gigabit Infiniband network. Designed and implemented the PCI compliant network of 20 servers. Planned and implemented a multi-forest Active Directory structure to bridge the test and model office infrastructure, segregate the production and PCI networks, while maintaining central administration and group policy management.

Managed the multi-datacenter Borland StarTeam instance for General Motors. Supported multiple SQL 2000 and SQL 2005 instances in both an Active/Active and Active/Passive roles. Engineered processes for a shared SQL quorum migration to the new SRDF capable EMC SAN. Performed hardware and operating systems refreshes on all systems with zero application outages.

Subject matter expert on Internet Information Services in support of Centers for Medicare & Medicaid Services, [www.medicare.gov](http://www.medicare.gov). Performed optimization of the IIS application and operating systems increasing performance and availability using Big-IP F5 load balancing. This resulted in several consecutive months with zero SLA impact. Performed single host, multiple website SSL implementations, and documented procedures for certificate key exporting and importing on multiple hosts. Analyzed web logs for intrusion detection.



Supported classified Navy and Marine Corps Intranet which services 700,000 active users. Played instrumental role in implementing and enforcing the Department of Defense's Cryptographic Log On mandate by configuring all NMCI web servers to accept Smartcard certificate log on credentials. Completed Citrix Course CTX-1256BI on Presentation Server 4.0 to help support the Citrix Farm controlling access to the secured intranet.

**American Airlines & Sabre, Inc.**

Fort Worth, TX

**Windows and Web Engineering**

**July 2000 – July 2006**

Systems Engineer for Sabre Agency eServices. Applied best practices to reengineer and consolidate several complex systems into a single highly available web cluster bringing the Sabre service dashboard from Red to Green. Implemented single sign on solution using Netegrity Siteminder to provide access to multiple Sabre systems for more than 50,000 travel agencies.

Technical Lead supporting the migration and consolidation of 20 Sabre Intranet servers into a single web portal. Performed detailed analysis of over 300 intranet and extranet sites running on IIS4 in multiple NT4 domains. Created proposal with detailed bill of materials to support the migration to IIS5 on Windows 2000. Provided hands on support to end users migrating web content from IIS FrontPage webs to the new single sign on content management systems. Received special award for project involvement.

Senior Web Administrator for American Airlines shared hosting services. Performed website creation and DNS management for roughly 600 intranet and extranet sites. Performed disaster recovery of a web server hosting 100 plus independent web sites that performed critical business operations. Received multiple letters of appreciation from senior executives and described by the CEO of Sabre as having "a critical business attitude".

**ePartners, Inc.**

Irving, TX

**Systems Engineer**

**1999 – 2001**

Redesigned training infrastructure to provide central automated deployment of classroom images nationwide.

**Medical Mutual of Ohio**

Fort Worth, TX

**Systems & Network Engineer**

**1997 – 1999**

Supported 20 NT Servers and 300 end users across multiple locations. Maintained network infrastructure.

**United States Marine Corps**

Camp Pendleton, CA

**Corporal | Small Computer Systems Specialist**

**1993 – 1997**

Designed database applications which automated manual tasks from days to minutes with improved accuracy. Received Navy & Marine Corps Achievement Medal for revolutionizing the repairable supply chain systems.

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**Certifications**

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MCITP: Enterprise Administrator

MCITP: Server Administrator

Microsoft Certified Systems Engineer (MCSE)

Microsoft Certified Professional + Internet (MCP + I)

MCP: Microsoft SQL Server 7 Administration

MCTS: Exchange 2007, Configuring

MCTS: Windows Server 2008 Active Directory

MCTS: Windows Server 2008 Network Infrastructure

MCTS: Windows Server 2008 Applications Infrastructure

MCTS: Windows Vista

MCTS: Windows Server 2003 Hosted Environments