

Joel M. Leo

<https://www.linkedin.com/in/joelmleo>

MCSE: SI, MCSE: CPI, MCITP: Enterprise, VCP, CCNA, ITILv3 Foundations, Security+

PROFESSIONAL SUMMARY

Experienced multi-vendor certified systems engineer with an extensive record of accomplishment in architecting, deploying, securing and supporting infrastructure and applications in heterogeneous global enterprise-scale environments

PROFESSIONAL SKILLS

Vendor Agnostic:

- Conceptualize, visualize & communicate complex processes, structures and outcomes
- Architect & design environments to solve business needs
- Communicate technical matters with counterparts across the spectrum
- Experience across a broad range of businesses including financial, retail & government
- Define expectations and manage risks across a variety of businesses & projects

Hardware:

- **Bladeframes & Blades:** HP C7000, Cisco UCS & Egenera
- **Standalone Servers:** HP & Dell
- **Network & Storage (SAN/NAS):** Cisco, HP, Brocade, Fortinet, SonicWALL, Dell, F5, 3PAR, NetApp, EMC, Infoblox, PrimeKey & ONStor

Cloud:

- **IaaS/PaaS:** Microsoft Azure & CenturyLink Cloud (CLC)
- **SaaS:** Box, OneDrive, Google Apps, Office 365, WebEx, Citrix GoToMeeting et al.

Software:

- **Microsoft:** Certified on all Windows Server versions from 2012 R2 through NT 3.51, including MCSE: Server Infrastructure & Cloud Platform and Infrastructure for Server 2012 R2 & MCITP: Enterprise for Server 2008 R2. Three page Microsoft exam & certification transcript available
- **VMware:** Certified VCP-DCV on vSphere ESX & ESXi 4 and 5
- **Unix/Linux:** Solaris, BSD, Red Hat, Ubuntu et al.
- **Applications & Services:** MSSQL, MySQL, Oracle, IIS, Apache, Active Directory, Hyper-V, vCenter, Exchange, SharePoint, Visio, Lync, System Center, Thycotic Secret Server, SailPoint IdentityIQ, Confluence, HPSA, DNS, DHCP, PowerShell, NetBackup, LogLogic, RSA SecurID, McAfee ePO, Cylance, Snort, WireShark, NetMon et al.

PROFESSIONAL EXPERIENCE

Gap, Inc.

2015-current

Principal Systems Engineer/Active Directory Architect

- Received an "Exceed Award" for extensive Active Directory configuration changes to enhance the company's security profile, improve performance and improve scalability
- Identified and remediated significant enterprise PKI infrastructure security issues that were missed by multiple external security audits
- Solutions Architect on innovative domain consolidation and rearchitecture project
- Identified and resolved systemic issues resulting in 25% quicker queries for unix apps

- During an outage affecting 300 stores, rapidly identified and resolved PKI root cause
“Joel, you appear to have some serious street cred when it comes to AD. If it’s good enough for you, it’s certainly good enough for me!” – Senior Director, Gap, Inc.

CenturyLink Technology Solutions 1998-2015
 (formerly, Savvis, Inc; formerly, Cable & Wireless America;
 formerly, Digital Island)

Lead IT Systems Engineer (Windows Tier 4)

- Investigated & resolved a problem for a client that resulted in their retention, a reference customer and an additional \$400,000 monthly recurring revenue follow-up deal

“I appreciate the level of detail in your investigation report below. Your report below sets a gold standard for root cause analysis by any support team. Thank you!” – CTO, FinIQ/Thomson-Reuters

- Identified an issue affecting all products based on certain HP standalone servers and provided solutions across all hosting platforms
- Authored numerous Confluence articles on topics as varied as AD communications, VMware performance, software bugs, snapshots & memory dump analysis which allowed other teams to reach resolutions to their issues more rapidly without escalating

“I would like to formally express my pleasure working with Joel Leo, Sr. Microsoft Engineer (based from Hawaii!!!) who was very instrumental for us to get to the root cause analysis for MS SQL 2005 troubleshooting.” – Senior Director of IT & Operations, Certain Software

- Architected & deployed the company’s global instant messaging infrastructure leveraging Microsoft Live Communications Server
- Trained management and peers on the architecture and management of a high profile banking customer’s infrastructure and management

“...With very short lead in and not knowing really what kind of questions the QSAs would ask, Joel knocked it out of the park with his answers! ... His verbal answers were well thought out, concise, and showed a very high level of knowledge of our configurations, processes and procedures. All in all a very nice piece of work!” – Security Engineer, Savvis, Inc.

- Redesigned our global hosting Active Directory replication topology, significantly reducing replication latency to newly-acquired datacenters
- Collaboratively defined, deployed, implemented & supported Savvis, Inc.’s 2003 hosting Active Directory infrastructure, msmps.net
- Spearheaded global Y2K analysis and remediation for all managed NT customers
- Helped define, develop, implement & support Digital Island’s hosting products based on Windows 2000, including our initial hosting Active Directory infrastructure, dith.net

“Borland was unbelievably impressed with Joel. They went on and on about ‘he gets actually gets it and he understands.’ Plus his knowledge level was certainly above the Borland folks....which is very refreshing. They were pleased!!!” – Account Manager, Digital Island

PARTIAL LIST OF CLIENTS

- **Financial:** Bank of America, UBS, National Australia Bank, Thomson Reuters, E*TRADE
- **Technology:** Microsoft, Sun Microsystems, Cisco, Ricoh, Sony, GE
- **Media:** UMG, HBO, Disney, Discovery, AMC
- **Consumer goods/service:** Coke, PepsiCo, Chik-Fil-A, Hallmark, GameStop, easyJet