

# Joseph Branco

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Mesa, AZ

System Administrator  
Enterprise Desktop Architect / Support  
**Inactive DoD Secret Clearance (Issued 2008)**

## Objective

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Looking for new opportunity to grow my skill set and contribute my knowledge to a team while solving issues, automating processes, and creating enterprise solutions to facilitate smoother day to day business operations.

## Skills / Applications

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- Active Directory
- Group Policy Management
- Windows 7, XP
- Windows Server 03/08
- HP /Dell Desktop / Laptop / Server
- CIS / DoD Baseline Hardening
- MS Desktop Deployment Toolkit
- MS Security Compliance Manager
- Microsoft Visual Studio 08/10/12
- C++, C#, VBS, PowerShell, Java
- Batch and VB Scripting
- Remedy Ticketing Systems
- Computer Associates DSM
- Cisco VPN Client
- Lotus Notes 6.5 – 8.5
- Symantec Endpoint Encryption Suite
- Symantec Endpoint Protection Agent
- Microsoft Office, Visio, Project
- Microsoft Orca / MSI
- Altiris DS and PXE

## Education/Certifications

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**Associates of Science in Computer Science** (2004-2008)

- Java, C#, Intel Assembly Language, Computer Hardware Organization, Introductory 3-D Design and Animation

**CompTIA Security+** (Aug 2010)

**Bachelor's Degree in Game/Simulation Software Development** (Aug 2011- Mar 2014)

*IN PROGRESS 1 COURSE REMAINING*

- C++, C#, DirectX, Java, Android Programming, Windows Forms, Software Engine Design, Intel Assembly

## Work Experience

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### US Foods

**Client Technologies Design Senior** (May 2013 - Present)

- Implementing Desktop/Laptop imaging solutions built on Microsoft Deployment Toolkit (MDT) using industry best practices with customizations to meet the needs of the customer.
- Created a One-Touch Client Windows XP to Windows 7 in-place upgrade processes using existing tools saving the company an estimated \$800,000 to upgrade the remaining 10,000 Windows XP clients.
- Optimizing Image deployments using Windows Server Update Services to apply relevant patches to reference images ensuring they are as secure and up to date as possible when they join the domain.
- Implementing Microsoft Security Compliance Manager to create security baselines for all Operating Systems and to maintain a minimum security level in an environment that makes minimal use of Active Directory Group Policy.
- Scripting Solutions for various software installs, configurations, and operating system tasks.
- Writing software applications to provide solutions from updating air card PRL's, printer Installers, to Service Desk User Account management tools.
- Writing scripts to automate re-configuring of client computers to kiosks while improving on old processes.
- Assisting in redesigning Altiris console application configurations and implementing security partitioning to support a standardized IT enterprise baseline.
- Documenting scripts, processes, configurations, and instructions for the technologies used and implemented.
- Designing and testing Group Policies and following change control to have them migrated to the production network.

### Insight Global Contact to Hire for US Foods

**Enterprise Desktop Architect Consultant**

*(Same as current)*

**(Aug 2012 – May 2013)**

## **Computer Sciences Corporation**

### ***Multiple Concurrent Titles***

**(Jan 2007 – Jul 2012)**

### ***Enterprise Desktop Architect/Engineer***

**(Dec 2007 – Jul 2012)**

- Maintaining Desktop Baselines and Standard Operating Environment through the use of Group Policies, scripts, and software deployment tools.
- Deploying Software packages, upgrades and patches to End-User computers and updates within strict customer SLA's.
- Documenting environment changes, baselines, and procedures while following proper change control processes.
- Updating and maintaining Desktop / Laptop Operating System Deployment for the use of other technicians.
- Building Scripts and Utilities for deploying, updating, and configuring software packages.
- Developing and editing MSI software packages and transforms with AdminStudio, Orca, InstEdit or similar utilities.
- Documenting issues with software and provide point of escalation for difficult Desktop Technician issues.
- Implementing Computer Associates Software Delivery and Desktop Server Manager for deploying packages, customizations, and collecting asset management information.
- **Successfully implemented deployments, projects, and major environment changes:**
  - **Microsoft IE 6 to Internet Explorer 8** | 7000+ End-User Devices | (2009-2010)
  - **Microsoft Office 2007** | 7000+ End-User Devices | (2009-2010)
  - **Cisco VPN Client 5.0.x** | ~3000 End-User Laptops | (2010)
  - **Lotus Notes 8.5 Upgrade** | 7500+ End-User Devices | (2010)
  - **IBM Rational Upgrade** | 700+ End- User Clients | (2010-2011)
  - **Symantec Endpoint Encryption Suite** | 7000+ End-User Clients | (2011)

### ***Secure Room System Administrator***

**(Jan 2009 - Jul 2012)**

- Performing Software Maintenance, including offline operating system updates for two separate offline Secure Rooms.
- Preparing computers for DSS audits for Re-accreditation.

### ***Windows Server System Administrator***

**(May 2008 – Jul 2012)**

- Preparing and monitoring Tape Backups.
- Investigating and managing Microsoft software updates with WSUS (Windows Server Update Services).
- Managing Active Directory Domain groups, user, and computer accounts.
- Modifying Group Policy to meet customer security baselines while maintaining enterprise documentation.
- Updating and servicing Windows Server based Software like Microsoft SQL Server and IIS.
- Upgrading and maintaining Symantec Anti-Virus and Firewall Applications.

### ***Desktop Support Team Lead***

**(Dec 2007- Jul 2012)**

- Leading a successful team in providing highest quality of service to our local customer branch.
- Drafting and publishing training, known issues, and fix documents for both end-users and technical personnel.
- Training local and remote technicians in software, environment procedures, and security policies of CSC and our customer.
- Assuming the responsibility and managing the tasks of up to 4 other CSC Desktop Technicians and 2 Sub-Contractors.

### ***Desktop Support Technician***

**(Jan 2007 – December 2007)**

- Imaging Workstations and Laptops with Symantec Ghost (legacy) and Microsoft Desktop Deployment Toolkit.
- Resolving local and remote user issues and software installs using Lotus Notes and Remedy Ticketing Databases.
- Ensuring that asset management practices are followed to update databases with accurate information.
- Instructing new End-Users on basic use of Windows XP Operating Systems, Security Polices, Citrix Terminal Server, Cisco VPN, Lotus Notes, and Microsoft Office.

## **Advantage Tech**

### ***Help Desk Technician***

**(Sep 2006 – December 2006)**

## **Computer Merchants**

### ***Desktop Refresh/Support Technician***

**(Mar 2006 – September 2006)**

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