

Dylan Corum

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Professional Highlights

Information Technology Professional with 15 + years of analyzing, designing, consulting, deploying and managing multi-million dollar software applications for many technology driven companies. Emphasizing in network administration, PC, server, and application support. Microsoft Certified and proficient in Windows-server based environments, SQL server 2005 & SQL server 2008, and most LAN/WAN topologies. Effective at clearly understanding problems and finding positive solutions through use of troubleshooting, problem solving, and communicational skills. Customer-focused IT professional, experience in leading and contributing to projects designed to enhance system functionality and end-user productivity. Acknowledged for capacity to tackle challenging issues, analyze viable alternatives, and for providing innovative solutions that reside well within clients' financial and time frameworks. Persistence, personal integrity, and channeled energies are major strengths consistently cited by managers and clients alike-universally praising team spirit, independent work habits, and the determination to conquer technical challenges. A resourceful, life-long learner, embracing knowledge as a tool for improved problem-solving effectiveness.

Professional Experience:

Philips IntelliSpace Event Management, Boca Raton, FL **2006-present**
Product Support Engineer 3 / HL7 Data Integration Engineer

Resolved Microsoft workstation, Microsoft server, and Emergin enterprise level support issues as level 3 support for over 5 years for Philips's Healthcare clients. Provided technical support for specialized hardware and software systems used in the Healthcare industry.

- Perform advanced troubleshooting and resolution of issues for the several police departments, many Fire Departments, the US Congress, the FAA, CIA, and numerous hospitals
- Perform hardware, software support and installation for Windows based applications for over 2000 global healthcare customers
- Validate the Philips IntelliSpace Event Management (formerly Emergin) application for completeness, maintain and create new documentation to teach fellow colleagues
- Troubleshoot, perform maintenance, and repair many Access and SQL databases
- Develop, manage and maintain the Support LAB environment containing 200 VMWARE Servers with Server 2008 R2 environments
- Maintain Cisco Call Manager 8.5, Vocera VMI server 4.1, SpectraLink MOG OAI server, WaveWare Terminals, and all wireless and local LAN networks for the Philips/Emergin support department and their VOIP integrations
- Build and manage 100's of virtual servers in VMWare ESXI, Server 2008 HYPER-V, and Oracle VM Virtual Box to support various operation systems and customer environments

- Identify Windows and application errors through application debuggers like IIS DeBug and WireShark
- Perform full system backups and for all servers and workstation in the support environment
- Configure, document, and deploy standard desktop computer workstations
- Train and assist users with hands-on troubleshooting of the IntelliSpace Event Management application on workstations, server equipment and peripherals
- Maintain excellent client relationships and service based on outstanding communication, technical efficiency and problem-solving skills
- Analyze and monitor existing network for efficiency and effectiveness, including server performance, activity, memory and disk space
- Configure and install the entire Philips/Emergin application Suite on a Microsoft server platform on a nation-wide level
- Collaborate with multiple vendors to bring the Philips/Emergin technology to clients
- Participate in numerous field installations, engineering and customer support related issues
- Provide desktop / server installation support for specialized hardware and software configurations used in many of the nation's top hospitals
- Troubleshoot connections with Nurse Call and Patient Monitoring systems: Rauland Responder IV, Philips patient monitoring system, GE Intelligence, GE Unity, Dukane, Space Labs, Zettler
- Configure network servers and train local administrators on standard network server procedures, including virus protection and other security measures.
- Deliver oral and written presentations to sales and technical staff to support the sales effort and installation process for current/potential clients

Stryker Imaging, Deerfield Beach, FL

2003-2006

Field Representative

Implemented Stryker's Office PACS strategies using a standard installation methodology for all new clients. Evaluated and verified interconnectivity on all system integrations.

- Implemented wide-area network to increase availability of field data at corporate headquarters and improve communications with field technicians
- Followed departmental procedures to purchase, configure, and install new and recycled hardware systems, maintaining corporate standards for system compatibility
- Built, maintained, and repaired computer PAC's systems to improve speed, reliability, and efficiency of operation
- Provided client training for Office PACS application to ensure positive initial experience.
- Worked with CR's, DR, and MRI machine to correctly configure Orthopedic PACs systems
- Directed electrician to install network cabling to industry standards during installation projects
- Performed troubleshooting of computer systems and related equipment

MPC Call Centers, New York, New York

2001 - 2003

Network System's Administrator

Administered all domain controllers, file servers, print servers, proxy server, and e-mail servers. Established and administered periodical testing of network backup and recovery procedures to protect corporate data and system assets. Performed installation, configuration, and troubleshooting for 100 clients. Planned and managed all networking projects, budget, configuration, installations and support.

- Designed and constructed a wide-area network connecting satellite offices to corporate headquarters, successfully completing all projects on time and under budget
- Configured routers, firewalls, domain name services, e-mail, Web, and ftp services.
- Oversaw setup of servers and desktop workstations, reducing service and support calls by half
- Developed and implemented desktop computing and networking standards and procedures to simplify network environment and troubleshooting
- Followed departmental procedures to purchase, configure, and install new and recycled hardware systems, maintaining corporate standards for system compatibility
- Recruited and trained network and desktop support technicians, decreasing installation times by 25%
- Built, maintained, and repaired computer systems to improve speed, reliability, and efficiency of operation
- Migrated users from Windows Terminal Server NT 4.0 to Windows 2000 active directory platform
- Performed impromptu security checks of servers and networks to verify adequate virus protection and compliance with corporate procedures
- Coordinated installation of computer programs and operating systems, and tested, maintained, and monitored computer system
- Oversaw and facilitated implementation of all systems and programs, provided assistance, education, and training to all departments, acted as a liaison between company and various vendors, and designed detailed specifications required for defect / enhancement resolution
- Managed technical infrastructure operation and development for MPC Call Centers.
- Executed all decisions on vendors used; developed specifications for vendors and recommendations for purchases

Education:

South University, West Palm Beach, FL

B.S. Information Technology, Dean's List

The Chubb Institute, New York, New York

Network Engineering and Data Communication

Additional Skills:

Microsoft Certified Technical Specialist in SQL server 2005 & Certified Microsoft Server 2008 Server Administrator, Health Level 7 (HL7), DICOM, Proficient in Network Plus TCP/IP, Wireless router configurations, Cat 6 cable, Ethernet, Wireless Networking Windows 95/98/2000/XP/Windows 7, IPX/SPX, Frame Relay, T1, CSU, Virtual Private Networks, Virtual

application servers, Virtual workstations, Virtual servers, DNS, WINS, NetBEUI configuration under NT, DHCP, Novell Networks, TCP/IP under NT 4.0 and Windows 2000 Pro, Microsoft Windows XP, Vista, Windows 7, Exchange 5.5, Exchange 2003, ISA Server, Proxy Servers, Network Print Server, Windows server 2003 R2, Server 2008 R2, Contract/Vendor Negotiations, Vendor Partnerships/Relations, Configuration Management, Benchmarking, Administrative Reporting, Administrative Processes, SourceSafe, Systems Documentation, SQL Server 2008, Administration Training, Multi-platform Networks, Feasibility Studies, Performance Analysis, Technical Support, System Analysis & Design, Hiring and Supervising Staff, Help Desk Implementation/Development, Database Administration, Network Architecture.