

gilbert palau

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Accomplished Systems Engineer with 20+ years of progressive IT leadership. Adept at identifying and leveraging opportunities for improvement across all IT operations. Instrumental in streamlining processes, conducting root cause analysis, and resolving escalated issues. Dedicated to training and motivating high-performance technical teams. Skilled in prioritizing, multi-tasking, and managing concurrent projects in fast-paced work environments. Finely honed leadership, relationship-building, communication, project management, negotiation, analytical, and issue resolution skills. Core competencies include:

- ◆ Systems Engineering
- ◆ Active Directory Management
- ◆ Escalated Issue Resolution
- ◆ HelpDesk Management
- ◆ MS Exchange Management
- ◆ Group Policy Development
- ◆ Team Leadership & Training
- ◆ Antivirus System & Services
- ◆ Process Improvements
- ◆ End User Support
- ◆ Desktop Services & Support
- ◆ Vendor Relationships
- ◆ iOS/Android
- ◆ FileWave
- ◆ JAMF Casper
- ◆ Dell KACE
- ◆ Apple macOS
- ◆ Microsoft Windows
- ◆ Bash, Shell Scripting, Python
- ◆ Power Shell Scripting
- ◆ Microsoft Office (Mac/Windows)
- ◆ Netboot / NetInstall
- ◆ MS Lync (Mac / Windows)
- ◆ Adobe Creative Cloud Packager

Other Skills in Mac Hardware, PC Hardware, VMWare Fusion, Workstation, Hyper-V, Applescript, vbscript, Slack, Trello, Producteev, Service-Now, K1000 Application and K2000 Application. **Proficient in** English and Spanish, written and verbal.

PROFESSIONAL EXPERIENCE

HCL TECHNOLOGIES, DALLAS, TX

HCL Technologies Limited is a multinational IT services company, headquartered in Noida, Uttar Pradesh, India. It is a subsidiary of HCL Enterprise. HCL Technologies (often called Hindustan Computers Limited) offers services including IT consulting, enterprise transformation, remote infrastructure management, engineering and R&D, and business process outsourcing (BPO).

Sr. Desktop Engineer – MAY 2015 – PRESENT

- As part of the IT Engineers that transitioned from Univision into HCL my experience continues to embrace my previous role but concentrates me in application deployment for Apple Mac OS X and Windows PC Applications. I also support the Apple Mac OS X Architecture from an escalation point and I will continue to build on my experience with Apple technology with my deep understanding of what Mac OS X users need to help them be productive and successful. I will be working tightly with all my team members in the Desktop Engineering team on Univision as well as any other project HCL points me to.
- Continued to design and build the infrastructure for our Mac Deployment tool called FileWave. Build all the workflows and all the application packages we needed to deploy and maintain the ecosystem of

this platform. I also build the deployment platform of all the OS Images with FileWave and FileWave Lightning, troubleshoot and maintained all our system scripts and deployment programming. Scripting in Bash Scripting, Apple Script and Objective-C to build deployment scripts for the numerous amount of applications we use in the enterprise as well as optimizing the deployment workflows.

- I also built and automated service deployments like automation of FileVault2 encryption to Mac endpoints or creating fully zero touch environments for deploying Mac computers. My design for empowering the users to service themselves when doing software deployments or adding their printers to their systems made a huge turnover of customers that due to the freedom they have gained in supporting this aspect themselves in resulting customers that are far more productive and as such the quality of service rose to 94.5%, that now the company wants to apply the same design to their Windows architecture.

UNIVISION COMMUNICATIONS, DALLAS, TX

An American media company serving Hispanic America; operates 16 broadcast, cable and digital networks; 62 television stations; and online and mobile apps. Acquired Hispanic Broadcasting Corporation in 2003.

Sr. Desktop Engineer – AUGUST 2013 – MAY 2015

- Served as Senior Desktop Engineer, charged with managing application package building, deployment and updates for Microsoft Windows and Apple Mac Computers.
- Manage all administrative activities related to FileWave, Dell KACE and conduct advanced troubleshooting for escalated user community issues.
- Support all daily activities related to Active Directory Management and MS Exchange Management for Windows and Mac devices.
- Supervise and train Level III Desktop Support technicians in advanced troubleshooting.
- Responsible for building Operating System deployment images for both Windows and Mac OS X and creating from scratch Application packages for Windows and Mac Computers. To support these architectures, we had two multiplatform managers, Dell KACE was used for Windows and FileWave was used to support Apple Mac images and applications.
- Created application bundles using Adobe Creative Cloud Packager, and/or AAMEE.
- Utilizing KACE to its fullest capacity, I supported over 6000 Microsoft Windows devices. The images were built and configured on a VM and later imported into K2000 for deployment.
- Configured the 40 Remote Services Applications that served as boosters to support our images on - remote locations. Applications were scripted using Batch Script, vbscript and Power Shell.
- FileWave is a tool I brought in to manage Mac OS X on over 400 devices, on our network after researching for a platforms manager that allowed us to manage the Mac devices in our network with similar tools like the ones provided with KACE.
- I worked closely with NetOps and Information Security to deploy our servers in a way we could service devices within our firewalls and outside of our Domain and on the Internet. I also coded scripts with Bash and Applescript to deploy applications as well as built processes for Profile Management and brought the service on this platform to match the QoS we had on the Windows devices.
- Built scripts to maintain 3rd party applications using Autopkgr. Built a process to allow me to import this updates into FileWave to allow easier management of this applications.
- Troubleshooting and testing of all solutions prior to releasing them on production environment and support of the Desktop Support Level 2 and Level 3 on projects that required more attention and/or were escalated because Desktop Support could not resolve in the allocated time.

T-MOBILE, FRISCO, TX

T-Mobile USA is a national provider of wireless voice, messaging, and data services capable of reaching over 293 million Americans where they live, work, and play. Around the country, our Personal Coverage Check gives customers a clear picture of their local coverage.

Desktop Engineer – APRIL 2013 – AUGUST 2013

- Supported T-Mobile RBO (Retail Business Office) in Frisco, TX with around 600 employees on site.
- Also supported North-West Texas Market (everything except Lubbock, San Antonio, Austin and Houston) with around 2600 stores.
- Supported computer re-imaging from Windows XP to Windows 7, printer support, Ingenico Credit Card processors, HTG Inventory Scanners, etc. Active Directory support for adding and removing computers, creating new images using SCCM and Ghost.
- Supported field employees (around 400) with remote accessing their systems and refreshing content or push new images out. Remote Access done with RDP and VNC.

MISSION FOODS, IRVING, TX

Since 1977, Mission® has been creating fresh, authentic Mexican food products you can find in your local grocery store. Mission®, a subsidiary of Gruma Corporation, is the #1 tortilla company in the U.S. and manufactures a variety of authentic Mexican products.

Desktop Engineer – SEPTEMBER 2012 – MARCH 2013

- Worked as Desktop Support Engineer at Mission Foods across 10 sites in UK and Europe.
- First point of contact for any IT related issues (hardware, software and network).
- Dealing with high priority issues on real time production environments.
- Travelling across various sites within the US and UK to provide support/ installing servers/ switches/ routers and patching cables.
- Responsible for deploying and maintenance of any hardware and software for user base.
- Level 1, 2 support for any Server, Network and Telephony issues and responsible for escalating to relevant teams for resolution.
- Liaising with 3rd party vendors for purchasing hardware/software based on requirement.
- Dealing with Providers on a daily basis for telecoms and mobile issues, monitoring new installations.
- Maintaining and managing of IT Inventory.
- Liaising with Business Support, Level 3 and 3rd party teams for Incident management and Escalation handling.
- Providing IT inductions to new employees

MAXSYS CONSULTING, DALLAS, TX

MaxSys traces its origins back to 1993. All the experience, quality and professionalism that you have come to expect from a national firm are offered by MaxSys. Since 1993, we have been providing quality contract and temporary help services to the private and public sector.

Desktop Engineer – JANUARY 2012 – SEPTEMBER 2012

- Ad Agency Rapp Collins in Irving – I supported a work environment composed of 90% Apple Mac hardware and 10% Windows Laptops.
- Build an image deployment solution for Mac OS X using Deploy Studio and application deployment solution to package and script applications for installation using Munki and a Software Update System for Mac's using Reposado.
- After the project at Rapp Collins wrapped up, I started working in a project at GameStop Corporate HQ, pushing updates to over 10,000 stores for their new POS OS.
- Other projects involved overseeing the deployment of 241 computers (25 of them laptops) for the new offices in Fort Worth, TX of QBE. I flew to Wisconsin to meet the team of engineers for the TSA Project and for a week trained on supporting their Citrix deployment at this new facility. I was flown back to FW, TX to personally coordinate the receiving of all the computers and assemble a deployment line with resources provided by QBE. The deployment scheduled time was for 7 days and even though we met several obstacles during the course of the deployment (outside of my area of responsibility) I was able to manage the 5 employees under my supervision and was able to meet the demand required by the company to have the deployment made on time with little to no downtime. I was also responsible for pushing the images to the new computer deployments using SCCM.
- I was tasked with handing out a report every hour for every day we were deploying to the corporate HQ of QBE in Wisconsin and keep everyone updated in the deployment situation. The new computers were being imaged with Windows 7 Professional and had a full Citrix Desktop configuration that included Microsoft Office 2011 and other proprietary tools required for the task.

JOERNS HEALTHCARE, ARLINGTON, TX

Founded in 1889 in St. Paul, Minnesota as Joerns Brothers Furniture by three brothers, Charles, Paul and Frederick Joerns, relocated to Sheboygan, Wisconsin in 1905. For over 100 years, Joerns Healthcare's products and services have provided unmatched, legendary quality blended with excellence through innovation and exemplary customer service.

Desktop Engineer – JULY 2011 – DECEMBER 2011

- The IT Department was in a transition to move from Stevens Point, WI to Arlington, TX & they needed help with their 700 employees and computer systems.
- The offices were located all over the US (Stevens Point, WI, Chatsworth, CA, Baldwin, MI, Charlotte, NC), as well as in London, but the company lacked a deployment server and didn't have the funds or operational needs to purchase a std. enterprise solution.
- My main responsibilities were to support the employees of the company everything from configure desktop access to SAP, printers, Cisco Phone systems, Unity Voicemail Systems, iPhone, Blackberry and Android phones.
- Support the Marketing Group and the C-Level (CEO, CIO, etc.) customers using Mac OS X 10.7 Lion and Active directory.

RENT-A-CENTER CORPORATE HOME OFFICE, PLANO, TX

Rent-A-Center owns and operates more than 3,000 stores in 50 states, Washington, D.C., Canada, and Puerto Rico. Our corporate headquarters are located in Plano, Texas.

Senior Desktop Support Level 3 – FEBRUARY 2009 – JUNE 2011

- Day to day projects that go from general desktop support, PC Imaging using Altiris, application support, networking issues, and other peripheral support.
- Managed a project where I had to build an image deployment architecture to support a couple of departments within the RAC Home Office that relied exclusively on Mac OS X Computers.
- Created Mac OS X Images, deployed them with Deploy Studio and Distributed applications for Mac, with Munki, a deployment system for distributing mac applications over the network.
- I built an Open Directory infrastructure that was linked to the AD infrastructure in the company to allow Mac computers to access authenticated shares across the AD as well as integrate them better with our architecture.
- I build a deployment server using Deploy Studio, and other tools available and was able to provide support to Netboot and Image Mac Computers Remotely.

REFERENCES

Available upon request.