



Troy Clark

Network / Systems Engineer, Identity, Access, Security, Support Engineer, & Technology Consultant. Hosting, & Managed Solutions.

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Skills

- Software** ██████████
- Hardware** ██████████
- TCP/IP** ██████████
- Cisco Technologies** ████████ □ □
- Linux** ████████ □ □
- Sonicwall** ████████ □
- VMware Infrastructure** ████████ □ □
- VoIP** ██████████ □
- SIP** ██████████ □
- Wifi** ██████████ □
- Dell PowerEdge Servers** ██████████ □
- Dell Computers** ██████████ □
- Active Directory** ██████████ □
- Disaster Recovery** ██████████ □
- Servers** ██████████ □
- Microsoft Exchange** ██████████ □
- Troubleshooting** ██████████
- Switches** ██████████ □
- Data Center** ██████████ □
- Network Administration** ██████████
- Cloud Computing** ██████████ □
- Wireless Networking** ██████████ □
- Networking** ██████████ □
- Technical Support** ██████████
- Windows** ██████████
- Routers** ██████████ □
- Network Architecture** ██████████ □
- Microsoft Technologies** ██████████ □
- Virtualization** ██████████ □
- Apache** ██████████ □
- Cisco IOS** ██████████ □ □
- VPN** ██████████ □
- Network Security** ██████████ □
- Firewalls** ██████████ □
- Software Installation** ██████████
- System Deployment** ██████████ □
- DHCP** ██████████ □
- Microsoft Certified Professional** ██████████
- Software Documentation** ██████████
- DNS** ██████████ □
- Network Engineering** ██████████ □
- Computer Hardware** ██████████
- Internet Protocol Suite (TCP/IP)** ██████████
- Vultr Block Storage** ██████████ □
- Languages**
- English** ██████████

Profiles

[texasfixer](#)
Linkedin

Experienced and knowledgeable Information Technology Professional with computer, server, networking, voice, security, repair, and consulting skills dedicated to providing innovative solutions for all technological needs. I am a highly motivated Microsoft Professional systems, with comprehensive knowledge of network operations technologies and products. Successful track record designing, implementing, and supporting, best in class networking and telephony solutions of varying scope and complexity. Forecast and manage capacity of systems and services, monitor network system servers for performance and maintain system environment. Work effectively in team environments in both leadership and "hands on" roles. Handled various projects, which included management, planning, budgets, and time lines. The core of my successful 20+ year track record has been the various roles that I can take in any organization. My experience has allowed me to lead, settle, and manage service delivery with international impact in both the private and public sector. Because I have experienced many of the needs of a client as a manager, I can better understand and accomplish what is expected. Committed to maintaining current technology and utilizing available resources to enhance business operations. Specialties: Microsoft, Linux, Cisco, Veeam, VM, Various Hardware, Software, Networking products.

Experience

Current **Oct 2017 -**
 Sr IT Engineer Austin, Texas Area

Provide local and remote support for various companies. Duties include the implementation, administration, support, migration, upgrades and disaster recovery of local/remote networks and systems for various size companies. Responsible for the procurement and configuration of hardware and software for equipment installed at customer locations. Microsoft, Linux, VoIP, Hosting VM, Hyper V, Microsoft Exchange, 365, SQL, SharePoint, Linux, Apache, MySQL, Dell, Cisco, SonicWall, Unifi, Mikrotik, AWS, Vultr, Word Press. Various Optical vendors: Optos, Zeiss, Crystal PM, Office Mate, Nidek, Oculus, Marco, Marco, & TSYS

Texas Fixer & Cloud Fixer **May 2017 -**
 Owner Texas & Colorado

🌐 <https://cloudfixer.us>

Managed Solutions Provider - Consulting, Hosting, Cloud, Security, Backup Network Solutions. Providing professional services and solutions to Small & Medium Businesses. We enable everyone to work like a pro. Computers, Application, Server, Cloud, Web, Systems, Network, Hosting, Management, Repair, Support & Consulting for any teams. We are your Texas Technical Professionals

ScoNet / Obacks **Apr 2008 - Apr 2016**
 Sr. Systems Engineer / Zone Manager Houston

Microsoft Systems Engineer Sr. Network Engineer / Manager VoIP Manager Provide local and remote support for various companies. Duties include the implementation, administration, support, migration, upgrades and disaster recovery of local/remote networks and systems for various size companies. Responsible for the procurement and configuration of hardware and software for equipment installed at customer locations. From small/home based businesses, to large fortune 500 companies. (VM, Hyper V, Microsoft Exchange, SQL, Linux, Apache, MySQL, Dell, Cisco, Linksys, Autonomy/I Manage, CMS, Juris, DM(Open Text), Mail Marshal, Brekeke, Bicom, Elastix, and many other services, applications and more.) For the past 8+ years consulting for clients, which includes: - Project Management - Network architecture and support - System architecture and support - Converted a number of clients from internal solutions to cloud based systems - VoIP architecture and support - Account Manager

Digital Netwrx **Jun 2003 - Sep 2012**
 President Houston

Provide local and remote support for various companies. Duties include the implementation, administration, support, migration, upgrades and disaster recovery of local/remote networks and systems for various size companies. Responsible for the procurement and configuration of hardware and software for equipment installed at customer locations. From small/home based businesses, to large fortune 500 companies. (Microsoft Windows NT/2000 Advance/Server, Active Director, Pro, XP, 98, Exchange 5.5/2000, SQL 7.0/2000, IIS 5.0, PC Anywhere, Remote Admin, SMS) -

Rap A Lot, Jungle Style, Coughee Brothaz Music - Devin the Dude **1991 - 2010**
 Manager

Manager, producer, engineer, promotions, DJ, marketing, mixing, and many other titles in the music industry.

Wayport **Sep 2004 - Nov 2007**
 NOC Engineer, NOC Account Manager (AT&T Wifi)

NOC Account Manager is responsible for managing all activities regarding the AT&T account through internal groups, customer(s), and locations high quality standards and maintains a consistently elevated level of customer service. Provided staff with a technical resource for all projects and assists with managing those projects as needed. Worked closely with Management to gather customer requirements, & meet contractual obligations. Working with customers/partners as a point of contact for any Change Management or corporate-wide escalated issues. NOC Engineer I (SBC/AT&T Team Lead) NOC Engineer is responsible for monitoring and maintaining the integrity of Wayport & SBC/AT&T network. Provided support for Wayport and SBC FreedomLink /AT&T WiFi Vendors, locations, customers and team members. Responsible for resolving network issues, fielding incoming phone calls from site locations, vendors, and network providers. Lead team in installs, resolving daily outages, and network issues

Extremetix **Apr 2001 - Jun 2003**
 Network Operations Manager

Assumed full responsibility of all technical operations for this small Internet Based Ticketing Solutions Company. Duties included the implementation, administration, support, and disaster recovery of local networks, and customer networks. Handled desktop support issues, co-located host facilities, evaluated and purchased IT related items prior to distribution, including both documenting technical data and authoring end user instructions. (Microsoft Windows NT/2000 Advance/Server, Active Director, Pro, XP, 98, Exchange 5.5/2000, SQL 7.0/2000, IIS 5.0, Silver Stream, PC Anywhere, Remote Admin)

Velocity Express **Apr 2000 - Apr 2001**
 Sr. Technical Specialist / Windows Administrator

Maintained and administered Windows NT/2000, and Exchange Servers. Lead Overall support for company through out US.

Shell Services Inc - Shell - Royal Dutch **Dec 1998 - Apr 2000**
 Technical Coordinator / Team Lead

Lead various team for desktop implementation, migration, and support for Domain migrations globally.

Education

GED **1990 - 1990**
 GED GED

Unknown

SMU **1997-1998**
 MCP Microsoft

Projects

Crazy Jewett Network Review and Redesign **2013 -**

Full review and network redesign Upgraded the Virtual Environment to VMware vSphere 5.5 Configured the iSCSI SAN (MD3220i) and iSCSI Switches. Cleaned up the domain controllers, roles, DNS setup, decommissioned old DCs. Migrated all the users open shares to a new file server with proper permissions. Migrated Hyper-V virtual servers to the VMware Environment and decommissioned the Hyper-V Server. Setup Veeam Backup and Replication for Local Backups of the Network. Worked on the Email migration from Local to a Hosted Exchange solution.

Volunteering

I am Open **March 2022**
 President La Grange, Texas

🌐 <https://iamopen.org>

Feed Hot Meals **Nov 2024**
 IT Lead

Guardians 4 Warriors **Nov 2024**
 IT Manager