

Team Leader | System Administration | Network Operations

Organized, efficient, and dedicated IT professional, coupled with an extraordinary ability for issue resolution. Over a decade of combined experience assisting people in the use of technology to further their goals. Evolving and working with technology in such organizations as Evans Hotels, Cloud9 Real Time, and The REA Group (Australia).

Skill set that includes server administration (including Active Directory, Powershell scripting and light programming), networking knowledge, and specializing the ability to relate these concepts to the end user in a way that is easily understood.

TECHNICAL SKILLS

Networking:

- TCP/IP (IPv4 and IPv6)
- Active Directory/Entra
- Virtual hosting environment (Remote Desktop, VPN, ESXi/vSphere/VMware, Hyper-V)
- POP3, SMTP, IMAP, ActiveSync, Exchange/Outlook/Microsoft365
- Firewall (SonicWall, Checkpoint, Barracuda, Fortigate, Meraki)

Installation:

- Windows XP/Vista/7/8/10/2008-2022, Linux, BSD, & macOS
- Powershell, Bash, & Python scripting (managing GitHub repositories)

Additional:

- HTML/CSS/PHP/APIs
- System imaging and deployment (DISM/MDT, Intune, KACE, Jamf, & The FOG Project)
- Photoshop, InDesign, MS Office, QuickBooks, Salesforce

PROFESSIONAL EXPERIENCE

Systems Administrator - Discovery Life Sciences

April 2023-Present

Administer, configure, and maintain internal servers (Windows & Linux).

Achievements:

- Built and configured Rocky Linux server for Globus transfers with Hudson Alpha.
- Managed domain migrations for acquired business (Targos in Germany & ReachBio in Seattle).
- Improved scripting to manage shared printers for Kassel office & email notifications for expiring passwords.
- Configured Fortigate hardware for Kassel connectivity to Huntsville & other satellite offices.
- Assisted with troubleshooting on DNAnexus implementation for sequencing (Bash and Python scripting as well as management of multithreading sequencing).
- Setup VPN connectivity to AWS S3 storage as well as assist in implementing AWS DR plan.
- Converted from ADP to UKG payroll system, with on-premise Active Directory integration for SSO.
- Implemented transition from Citrix-based LIMS to RDP/RemoteApp-based LIMS for Kassel.
- Took over management of GPFS-based storage system for digital imaging.

Responsibilities

- Install, administer, configure, and maintain Windows/Linux servers.
- Assist HelpDesk when necessary.
- Orchestrate integrations/migrations with on-premise Active Directory/Azure Active Directory/Entra.

Senior Network Engineer - Interweave Technologies

April 2022-April 2023

Senior support and network/systems designs for clients.

Achievements:

- Built new client/project management system in SharePoint Online.
- Co-created Cyber Risk Evaluation process to determine security issues for potential clients.
- Revised and documented new client onboarding procedures (including NIST/CMMC compliance).

Responsibilities

- Create and maintain documentation for SOPs (email migrations, onboarding, etc).
- Design, update/upgrade, and support networks for current and new clients covering multiple industries.
- Provide break/fix support as needed for clients.

Oversee internal and external production systems.

Achievements:

- Assisted with deployment of Cisco UCM phone system.
- Migrated all users to O365 environment & updated licensing.
- Managed a SQL outage where logging drive had filled to capacity.
- Assisted with migration from Windows 2008R2/Windows 7 to Windows 2019/Windows 10.
- Assisted with implementation of Dashlane Password Vault for all IT staff, Duo MFA, AnyConnect VPN connections, & comprehensive Group Policy to tighten overall security & reliability.

Responsibilities

- Evaluate, maintain, & update Knowledge Base documentation.
- Sole administrator for network shares (on premise and cloud based).
- Maintain, update, & upgrade virtual environments (Nutanix & vSphere).
- Oversee & administer O365 licensing.

Oversee internal and external production systems.

Achievements:

- Linked AD CS to Cisco UCM to enable MRA for remote users.
- Tested upgrades for end-user and server systems (Windows 10 Insider Builds & Windows 2019).
- Lead team to consolidate servers in rackspace at remote datacenter.
- Installed and setup FOG Project servers in two locations for OS deployment.
- Created onboarding form to automate creation of new users with Azure/on-premise AD & O365.
- Created beta-testing environment for clients/new products.
- Revised DR plan to involve unused technologies & improve responsiveness.
- Upgraded Jira/Confluence servers & migrated data to Atlassian cloud services.

Responsibilities

- Maintenance & backups of servers, end-user systems, development environments, & office networks (including Fortnet & SonicWall firewalls).
- O365/EXO Administrator for entire company.
- Create & oversee onboarding/offboarding procedures.
- Maintain Cisco UCM communications.
- Update & expand Citrix XenServer virtual environment with multiple Linux-based SANs & NetApp storage array.
- Update & maintain documentation relating to software installations, database management, datacenter layout, & network topology.

Internal support and systems administration for three resort properties.

Achievements:

- Provided scripting to enable Global Address List for all users.
- Planned and tested upgrades to environment (Windows 10, Windows Server 2016, Office 2013)
- Restored emails from failed backups of Exchange EDB stores due to server crash.

Responsibilities

- Maintenance of terminal services including anti-virus, software updates, and installation.
- Administrator for Exchange 2010 servers for all three resort properties.
- Roll-out of AirWatch MDM for Sales, Executive, and Management staff.
- Evaluation of new multi-property phone system.
- Setup and maintenance of SCCM 2016/WSUS servers to manage company computer systems.

EDUCATION & CERTIFICATIONS

Graduated Henry A. Bradshaw High School with Advanced High School Diploma.
 Attended the University of North Alabama with double-major in Physics and CS/CIS; minor in Business Administration.
 Microsoft MCP, MTA, & MCSA Certifications
 CompTIA A+, Network+, & Security+ Certifications