

Technical Skills

- Databases: Microsoft SQL Server – basic administration (backups, managing user security roles, ...)
- Programming: PowerShell
- Operating Systems: Windows Server 2012r2, 2011 Essentials, 2008r2, 2008, 2008 SBS, 2003

Certifications

- Microsoft Certified Solutions Expert (MCSE) / Cloud Platform and Infrastructure
- Microsoft Certified Technology Specialist (MCTS) / Windows 7, Configuration
- SonicWall Certified SonicWALL Security Administrator (CSSA)
- A+ Certification

Work Experience

Murphy McKay & Associates – Lafayette, CA

12/2009 – Present

A managed services provider offering enterprise-level services to streamline operations, from providing custom packages, to maximizing server uptime, to ensuring business continuity / www.murphymckay.com

IT Services Manager

05/2017 - Present

- Responsible for management of 4-person remote support/help desk team processing on average 12 and up to 25 daily tickets, ensuring timely dispatch of assignments, processing, and issue resolution; informing client of progress, completion, and steps taken - promoted within to utilize recognized strengths and abilities to achieve set objectives and goals
- Guide team in practice of Murphy McKay (MMA) troubleshooting methodology ensuring policies and procedures are adhered to including (but not limited to): meeting Service Level Agreements (SLA); documenting ticket notes/system changes, listing standard operating procedures of recurring tasks, and maintaining workflow documents/checklists for Quality Assurance (QA); escalating review of extended 1-hour tickets to ensure accurate assessment and determined course of resolve / proven ability to utilize expertise and leadership skills to convey objectives and set goals
- Train and mentor Level 1 and 2 Engineers to ensure attainment of personal and set MMA quarterly objectives and goals; lead start-of-week team meetings implementing Entrepreneurial Operating System (EOS)/Traction practices, mid-week service board reviews (tickets status and progress) and quarterly Team Member Strategic Plan evaluations; track and monitor performance to ensure team and individuals meet scorecard metrics; review and cross check timesheets ensuring accuracy against ticket start/end times and documentation (timestamps, phone/project logs); assign weekly developmental activities to enhance product/tool knowledge and refine skills
- Accountable for handling Level 3 issues: ransomware infections, cyber-attacks, site outages, Windows Server, Microsoft Exchange, firewall (SonicWall, Cisco Meraki) and active directory issues; and Level 2 issues overflow: backup failures/restore requests, line of business app and c-level/VIP issues; consult on-site/client IT personnel on escalated issues / demonstrated ability to successfully multi-task in a high-stress/high-volume environment with accuracy on a daily basis
- Identify repeated issues initiating root-cause investigations, implement and document solution utilizing automation (ConnectWise Automate, PowerShell) to streamline processes (Java updates, software installs, backup checks, active directory notifications) in turn reducing turn-around time
- Conduct quarterly client meetings reviewing short and long term objectives, identify set goals, and develop strategies / recognized for ability to quickly establish client rapport and build loyal client base
- Proactively maintain in-service education and knowledge of emerging industry trends and practices attending bi-annual peer group conferences, RSA (Rivest–Shamir–Adleman) seminars, and reviewing vendor sourced product documentation (Microsoft, SonicWall, Cisco Meraki)

IT Support Engineer

12/2009 – 05/2017

- Responsible for monitoring and managing 7 virtual accounts, conducting quarterly client meetings reviewing short and long term objectives, identifying goals, and developing strategies; provided desktop support (90% remote/10% on-site) for 800+ endpoints consisting mainly of remote support of Windows 7 and Windows 10 computers / consistently meeting and exceeding account expectations

- Accountable for managing help-desk team of 5; tracking ticket queue utilizing automated system (ConnectWise); assigning and monitoring tickets about to miss SLA, reviewed completed tickets, confirmed accuracy of technician time entries / repeatedly exhibiting the ability to work well with team members while working toward a common objective
- Provided executive level support (CEO's, CFO's, and VP's) demonstrating high-technical ability, advanced diplomacy and protocol skills
- Built, installed, and performed bare metal restores of 25 Windows Server 2003, 2003 SBS, 2008, and 2008 SBS; eight years' experience building and maintaining virtual servers utilizing HyperV 6.1 and VMWare ESXi 4 and 5
- Charged with planning, quoting, presenting, and implementing server migrations; performed administration (creating, exporting, archiving mailboxes), troubleshooting (undeliverable message traces, outages, restored databases, event log issues) for Office 365 migrations and Microsoft Exchange upgrades of versions 2003, 2007, 2010, 2013, and 2016
- Managed Active Directory (created and disabled users, assigned security permissions, created logon scripts, troubleshooting and fixing replication domain controllers issues), DHCP (created reservations, failovers, and re-subnetted networks), DNS (created entries, integrate 3rd party products [e.g. Cisco Umbrella, formerly OpenDNS], troubleshooting), and Group Policy (managed objects controlling user settings [e.g. folders redirection or mapped drives], created/managed objects to achieve automation, troubleshooting)
- Administration of simple to complicated SonicWall firewall configurations including setup and troubleshooting of site to site VPN, NAT setup, firewall rules/content filtering, packet monitoring, non-standard sub-interface VLAN setup, and SonicPoint WI-FI setup; installed/managed Meraki firewalls
- Designed and supported Meraki Wifi networks including site with 18 access points
- Monitored 100 daily backups; customized backup process, alert/failure notifications; accountable for troubleshooting/resolving failures and engineering with Barracuda (formerly Intronis), Infrascale, Veeam, Backup Exec, Windows 2008 and 2003 server backup, NTBackup
- Supported and upgraded/rolled-out SentinelOne, ESET, McAfee ePO, Symantec Endpoint Protection, and Kaspersky anti-virus products; responded to antivirus infections, missing definition updates, rollouts/upgrades - automating uninstallation/installation as called for
- Demonstrated high level of expertise engineering custom solutions using batch files VBScript, and PowerShell
- Created, developed, and maintained new process and procedure documentation/manual

Transferable Competencies/Skills

- An accomplished, qualified Systems Administrator with 19 years' diverse (financial, medical, gaming/casino, legal, and construction industries) experience and a proven track record effectively guiding IT operations and business development efforts, in turn delivering extraordinary bottom-line contributions
- Highly organized and detail-oriented with a demonstrated ability to correctly prioritize responsibilities and successfully multi-task in a high-volume environment with speed and accuracy on a daily basis
- Positive, approachable, clear, and consistent communication style; warm/engaging interpersonal skills; ability to work independently and as a valued member of a team offering contributions supportive of a cohesive environment, especially under adverse conditions; a member of the team known for dependability, resilience, dedication, and strong work ethic
- Advanced analytical, complex, and creative problem solving solutions with ability to develop, manage and maintain workflow and operational procedures and systems; initiating, planning, executing, management and completion of small to large projects
- Initiating, planning, executing, management and completion of simple to complex projects, including adept comprehension of optimal planning tools/processes required
- Industrious, consistent, and thorough; quick and pro-active learner, seeking skills and tools to support doing the job well; ability to quickly adapt to new routines and requirements
- Excellent management, interpersonal and communications skills