**Alan C. Gervin**

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**Objective:**

Seeking a position in a junior role doing programming. I am highly interested in developing a career in the field of programming. I have many background skills which lead me to believe I can not only be an asset as a programmer but also in pushing through tasks that are required from the programmer perspective such as asset acquirement and dealing with data center personnel.

**Certifications:**

**Microsoft Certified Professional**

**Microsoft Certified Systems Administrator**

* Windows 2000 Professional
* Windows 2000 Server
* Windows 2000 Network Infrastructure
* Managing a Windows 2000 Network Environment

**CompTIA Server+**

**Cisco CCNP Certified**

* CCNP 642-902 Cisco IP Routing
* CCNP 642-813 Cisco Switch
* CCNP 642-832 Cisco TSHOOT

**FreeCodeCamp.org**

* Responsive Web Design Certification
* JavaScript Algorithms and Data Structures Certification

**Work Experience:**

**January 2020 – May 2020 – MindTree – Senior Engineer**

* Working on PaaS inside the Azure network.

**January 2019 – December 2019**

* Independent study of C#, Python, PHP, CSS, HTML5, mySQL, JavaScript
* GitHub repository

[**https://github.com/Swervin-op**](https://github.com/Swervin-op)

* codepen.io

[**https://codepen.io/AlanGervin**](https://codepen.io/AlanGervin)

I know a lot of these pages do not do justice to my programming skills. I simply wrote them to the requirements of freecodecamp.org which were the requirements to pass and move onto more skills.

**January 2016 – January 2019 – Farmer – Self employed**

* Soul proprietor/manager of a self run farm.
* Dealt with all aspects of growing, distribution, and advertising.

**April 2013 – June 2015 – Senior Network Engineer – Beyondsoft Consulting/Microsoft – Redmond, WA**

* Installed and managed WDS infrastructure
* Installed and managed SCVMM
* Managed all Office 365 hardware and virtual machines
* Managed computer images
* Coordinated downtime with end users for system maintenance
* Managed vlan assignment
* Setup backup solution for Cisco switches
* Managed 20 Cisco Catalyst 2900 series switches
* Worked with Torus client (Central administrator) to manage production and pre-production servers
* Maintained monthly patching procedures across multiple domains
* Completed all TCP/IP break fix tickets when servers were unavailable or unable to reach other servers on the network.
* Install, configure, troubleshoot, and manage Windows 2008 Server Enterprise Edition and 2008 R2 Server Enterprise Edition, Windows 2012 Server Enterprise Edition, R2 Edition, RTM Edition, and Beta Editions.
* Troubleshooting Virtual Machines and Hyper-V machines.
* Migrating physical machines to virtual machines.
* Evaluate assigned customer support tickets, perform MAC work and document action taken.
* Managed the SAN solution we had in place with EMC.

**March 2011 – December 2012 – Systems Build Engineer – Inviso Corp/Microsoft – Redmond, WA**

* Install, configure, troubleshoot, manage, and updated Microsoft’s MSSolve ticketing system.
* Updated all MSSolve computers with monthly patches as well as execute yearly password changes.
* Install, configure, troubleshoot, and manage SDP vNext which is an internal Microsoft tool for service delivery planning.
* Executed the SDP vNext migration to Microsoft’s cloud solution.
* Wrote basic powershell scripts to perform administrative tasks in a more efficient manner.
* Managed many different SQL and MSCS clusters.
* Cut support tickets to have servers put into hardware load balancing solutions.
* Maintained SSL certificates and worked with partners to have certificates installed during maintenance windows.
* Executed installs of different MSSolve components with Octopus.
* Executed configuration changes using Sidewinder.
* Effective communication with diverse teams and documentation of changes made to all systems.

**September 2010 – March 2011 – Systems Administrator – Denali/Microsoft – Redmond, WA**

* Install, configure, troubleshoot, and manage Windows 2003 Server Enterprise Edition, Windows 2008 Server Enterprise Edition, R2 Edition, RTM Edition, and Beta Editions.
* Troubleshooting Virtual Machines and Hyper-V machines.
* Migrating physical machines to virtual machines.
* Evaluate assigned customer support tickets, perform MAC work and document action taken.

**October 2009 – March 2010 – Operations Analyst – Siemens/Microsoft – Tukwila, WA**

* Install, configure, troubleshoot, and manage Windows 2003 Server Enterprise Edition, Windows 2008 Server Enterprise Edition, R2 Edition, RTM Edition, and Beta Editions. Troubleshooting of Virtual Machines and Hyper-V machines. Installing SQL2005 and SQL2008 and managing accounts. Installing IIS6.0 and IIS7.0.
* Evaluate assigned customer support tickets, perform MAC work and document action taken.
* Experience with subnetting and IP assignment.
* Experience with Altiris, WDS, Ghost, and Imagex.

**December 2008 – October 2009 – Lead Operations Analyst – Xtreme Consulting Group/Microsoft – Tukwila, WA**

* Supervised team of ten (10) highly trained technicians, managed work flow ticketing queue, evaluated team skills to insure that work gets to a technician with the correct skill set while maintaining SLA.
* Install, configure, trouble-shoot, and manage Windows 2003 Server Enterprise Edition, Windows 2008 Server Enterprise Edition, R2 Edition, RTM Edition, and Beta Editions.
* Evaluate assigned customer support tickets, perform MAC work and document action taken.

**April 2008 – December 2008 – Operations Analyst – Xtreme Consulting Group/Microsoft – Tukwila, WA**

* Install, configure, troubleshoot, and manage Windows 2003 Server Enterprise Edition, Windows 2008 Server Enterprise Edition, R2 Edition, RTM Edition, and Beta Editions.
* Evaluate assigned customer support tickets, perform MAC work and document action taken.

**September 2007 – March 2008 - Systems Analyst – Volt/Microsoft – Tukwila, WA**

* Install, configure, trouble-shoot, and manage Windows 2003 Server Enterprise Edition and Windows 2008 Server Enterprise Edition.
* Evaluate assigned customer support tickets, perform MAC work and document action taken.

**September 2004 - March 2007 - Computer Administrator - Identity Mine - Tacoma, WA**

* Maintained and administered all network devices and servers, while helping end users to resolve and reach a final conclusion of technical support issues and help ticket items of all levels.
* Engineered and implemented upgrades on Servers including Windows 2003 Server along with Exchange 2003, SharePoint Portal Server, Windows Vista, Windows 2008 Server Enterprise Edition, and Windows XP Professional.
* Assisted in creating a disaster recovery plan in case of hard drive failure or system malfunction.
* Set up and maintained ISA Server 2004 as well as setting up numerous routing protocols for the corporate websites and ftp sites both internal as well as external. Helped with the roll over of the VPN system which linked the US office to India.
* Participated in the installation and implementation of a Cisco VOIP Phone System functioning on the SIP protocol for over 75 users running on an Asterisk Public Branch Exchange (PBX) system. Have extensive work experience with the Cisco 7960 Phone.

**Education:**

Highline Community College - Des Moines, WA

DeVry University - Federal Way, WA

SeaTac Occupational Skills Center - Burien, WA

Thomas Jefferson High School - Federal Way, WA

**Recommendations:**

Provided on request.