Perkasie PA 18944

CONNER HOFFMAN

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EMPLOYMENT

Jr. System Administrator — **Thales - Gemalto** — **January 2020 – May 2020**

- Maintained and upheld an environment according to the Payment Card Industry Data Security Standards (PCI DSS)
- Performed daily monitoring on backups, server status, and potential issues that would be detrimental to our 24/7 operation
- Performed Windows 10 migrations for production machines that were losing security updates following the discontinuation of windows 7 security support.
- Performed daily checks on ticketing queue in order to prioritize and schedule fixes according to the severity of the issue(L3).
- Deployed centos virtual machines on each of our office subnets along with properly securing every box from external threats and setting up Zabbix for Server, Host, and Network monitoring. Along with configuring the SMTP alerts and thresholds for each of the various machines according their criticality for business continuity.
- Continually applied security patches and solutions for potential vulnerabilities found by Nessus in our environment.
- Performed weekly and monthly updates on our air gapped network, along with manual checks of server backups to ensure we met the SLA for data retention within the company.
- Performed documentation for every change made in the environment via our ticketing system and kept all documentation up to date to ensure accurate data of our environment was always readily available.
- Trained the new Sr. Administrator brought on board, adequately brought him up to speed on the layout of our environment and helped solve issues he came across throughout the time I was training him.
- Performed frequent network changes with regards to both switch configuration, firewall flows, fiber connections, and physical patch panel changes within our companies SLA

Site Support Technician — **Souderton Area School District** — **July 2019 – November 2019**

End User Support -

- Provided first level customer service to staff and students.
- Optimized deployment of machines using PowerShell scripting to automate the process of over 1000+ separate devices.
- Supported over 5,000 devices throughout 10 locations in the School District.
- Actively managed users in Active Directory and proactively handled tickets using Remedy Force.

Post data breach recovery -

- Collaborated with Cybersecurity Professionals in recovering from a data breach.
- Assisted in planning and implementing projects to recover end user accessibility in a timely fashion.
- Managed and organized devices to ensure that infected devices would remain inactive until they were wiped. Assisted in imaging every device in the District over the course of several weeks.
- Used data retrieval scripts on infected computers to forward the data logs to assist with State and Federal Law enforcement.

On-Call IT Maintenance — **Affordable Floors** — **April 2016 – October 2018**

- Analyzed and implemented various software and hardware solutions to meet company needs.
- Setup and maintained a small office network, along with network printers and fulfilled companies' technological desires and needs.

EDUCATION

Bucks County Community College — **Computer Science** — **2017 - 2019**

Certifications

- Cisco Certified Network Associate (**CCNA**) Routing & Switching

Technical Skills – In order to keep my resume concise for the reader I have listed my skills on my website, the link is at the top.