Connor McElwain

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IT Technical Specialist

● Server Administration ● IT Operations ● Cisco Networking

I hold an Associate of Science degree in Network Administration and Support from Parkland College, where I gained valuable skills and knowledge in IT systems and services. Currently, I work as an IT Technical Specialist at the University of Illinois College of Veterinary Medicine, where I oversee IT support for over 300 staff and 1,000 students across multiple departments and facilities. My core competencies include help desk support, device management, network administration, and technical troubleshooting.

In my current role, I contribute to the seamless operation of critical IT infrastructure and equipment, managing a substantial inventory of over 10,000 electronic and medical devices. I use tools such as Active Directory, Microsoft Endpoint Configuration Manager, and Web Help Desk to monitor, update, and secure the devices. I also provide timely and effective IT support for various stakeholders, resolving issues and ensuring customer satisfaction. I enjoy working with a diverse and collaborative team of IT professionals, who share my passion for delivering high-quality IT solutions and services. I value continuous learning and improvement, and I seek to leverage my skills and experience to support the mission and vision of the College of Veterinary Medicine.

PERSONAL DEVELOPMENT

- In home set up of a variety of systems for personal use and development
    - Raspberry Pi 4 on Raspbian hosting my personal IT development website using Apache server
    - Raspberry Pi 3 hosting IPFire configured/customized firewall for my network
    - Setup and configured my 48-Port PoE C3560 Cisco Switch
    - Dell PowerEdge R720 server hosting ProxMox for multiple Windows 10, 11, and Linux based server VM's, used for Home lab security, networking, Veeam backup, docker-compose deployment, and active directory
    - Unraid Server for personal NAS, docker container hosting for services like Plex, Kasm, qbittorrent, and Vaultwarden
    - Dual PC Stream/Recording Setup
    - AWS and Azure virtual lab environments with various Linux virtual machines
- Actively taking Python, CCNA, AZ-900, and Security+ online courses
- Active Member of the Urbana School District Technology Committee

RELEVANT EXPERIENCE

University of Illinois College of Veterinary Medicine -- Urbana, IL
IT Technical Associate Help Desk Specialist, 02/2023 to Current

- Contribute to seamless operation of critical facilities and services
- Oversee IT support for 300+ staff and 1,000+ students across 28 departments and 15 sites
- Manage inventory of 10,000+ electronic and medical devices
- Utilize tools like Active Directory, Microsoft Endpoint Configuration Manager, and Web Help Desk's Inventory System
- Administer user accounts, permissions, email lists, devices, and shared drives efficiently
- Configure and maintain communication systems: Skype for Business and Microsoft Teams
- Led successful project transitioning phone system from Skype for Business to Microsoft Teams
- Install, configure, and manage various technology assets: printers, label makers, workstations, and servers
- Continuously refine systems and processes to enhance efficiency
- Provide exceptional customer service, troubleshooting guidance, and training to students, doctors, and professors

Champaign Unit 4 Schools -- Champaign, IL
Computer Technician, 11/2022 to 02/2023

- Managed 10,000+ ChromeOS devices, including hardware repairs on Chromebooks, Windows laptops, and desktops
- Oversaw repair parts inventory for devices
- Utilized Google Admin, Active Directory, and 1to1plus inventory management system for hardware management
- Provided IT support for 10,000+ students, 2,000+ employees, 18 schools, and 4 operational facilities
- Installed, configured, managed, upgraded, and troubleshot Cisco network switches
- Handled personal and enterprise printers: SHARP, HP, Brother
- Managed Chromebooks, Windows laptops, and desktops with Active Directory
- Setup and maintained ViewSonic Smart Boards and Avaya phones
- Created and managed user accounts, emails, and user permissions for students and staff in Active Directory and Google Admin

GEEK SQUAD -- Champaign, IL
Advanced Repair Agent, 05/2019 to 11/2022

- Provide end users with troubleshooting, diagnosing, and repair support services within Windows, Macintosh, and Linux environments
- Hardware and software repair for client's iPhone and Samsung devices
- Manage Geek Squad's entire Apple consignment component stock for client iPhone repairs
- Assemble, maintain, and repair end user and company system hardware
- Optimize and repair operating systems and software for end users via PowerShell
- Efficiently document and communicate work done with team members to ensure every client's issue is resolved accurately and in a timely manner
- Provide data transfer and data recovery services
- Run extensive hardware diagnostics for client's systems
- Provide complex virus removal services for end user's systems

PROMINIC.NET -- Champaign, IL
Network Administrator Intern, 01/2018 to 05/2019

- Managed all hardware debugging on physical servers within primary datacenter; replaced failed drives, recreated RAID instances, replaced batteries, etc
- Provisioned new Cisco switches for deployment ensuring proper configuration within client environments
- Created PowerShell scripts to simplify and automate server setups
- Built and installed rack units in client data centers; racked and configured servers based on environment's network and electrical requirements
- Monitored and managed Solaris, Windows Server, Redhat, CentOS 6/7, VM's, and firewall systems within the datacenter
- Built, upgraded, and repaired customer and company servers to suit the customer's needs
- Designed cold-spare backup procedure for Cisco switches for high-availability and redundancy
- Managed and authored physical tape back-up process for largest client
- Proactively researched and implemented cooling solutions within primary datacenter(s) resulting in a 40% drop in ambient server and switch temperatures viz. Implemented the creation of airflow optimization pods
- Designed, purposed, and got approved for a budget to expand workstation capacity by over 50%
- Researched, designed, and installed NVR system and IP cameras at all company locations

EDUCATION & CREDENTIALS

PARKLAND COLLEGE -- Champaign, IL

A.A.S. Network Administration and Support, 2019

- Apple Certified iOS Technician (ACiT)
- Apple Certified Support Professional (ACSP)
- Apple Certified Macintosh Technician (ACMT)
- Microsoft Office Specialist Access 2016
- Microsoft Office Specialist Excel 2016