



Jonathan Piccirilli

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SUMMARY

I am seeking employment in a position which will encourage professional development and personal growth while allowing me to utilize the skills I have honed to improve existing processes.

EXPERIENCE

Systems Administrator, Registry Monitoring Insurance Services

Westlake Village, CA — 2016 - 2019

Responsible for a fleet of servers hosted both locally and in the AWS cloud.

Researched and implemented new AWS features.

Managed all networking hardware, infrastructure and operations including firewalls and AWS.

Managed all logging, ticketing, and access systems across a multitude of platforms including, Server Density, Pingdom, Asana, New Relic APM, SumoLogic, AWS Cloudwatch/Cloudtrail, Pagerduty, DuoSecurity, FreshDesk, ActiveDirectory, and physical security systems.

Supervised a fleet of Microsoft SQL servers in a hybrid cloud.

Managed multiple cloud email systems, including Rackspace, Mailchimp, Sendgrid, and O365.

Managed all backup and restore operations including a Barracuda hybrid system, HyperV, and AMI's.

Managed all Telecommunications operations including a Shoretel Sky IVR and phone system, multiple eFax providers, LiveSupport chat software and various web conferencing systems.

Supported ACT cloud database with local user software for Sales CRM operations.

Provided support internally to an office staff of over a hundred employees and directly handled all hardware and software matters including support for internally developed applications.

Directly responsible for IT asset management through the entire hardware lifecycle, from researching new equipment to purchase, deployment, maintenance and disposal.

Systems Administrator, Contractors Wardrobe

Valencia, CA — 2015 - 2016

Provided support internally to an office staff of over a hundred and fifty, working across the country.

Developed VDI environments for office and manufacturing processes within ESXi.

Oversaw a Windows and Linux server environment, and provisioned new servers as required.

Deployed Airwatch MDM suite and supervised daily mobile user operations and policies.

Performed multiple facilities and system upgrades while operating as the primary contact for outside vendors and service technicians.

Managed inventory of IT assets and worked directly with suppliers to negotiate terms on equipment purchases.

Provisioned phone and domain access to both internal staff and external contractors.

Maintained firewall and network switching infrastructure.

System Administrator, Big Brand Tire

Camarillo, CA — 2015

Worked with electronic timing equipment and other mechanical systems to deploy and repair vehicle bay systems.

Deployed an Active Directory forest and migrated systems from an existing workgroup infrastructure onto a domain.

Resolved IT issues for nineteen stores.

Managed upgrading, support, and monitoring for all networking and Avaya phone systems.

Network Operations Center Technician, Veracity Networks

Salt Lake City, UT — 2013 - 2014

Resolved escalated tickets, dispatching field technicians for onsite repair, or working with upstream carriers and CLEC's.

Provided support for: MPLS, BGP, 802.11Q, DSL(ADSL, VDSL, bonded) fiber optic, T1-T3, phone switching in either Sonus or Broadsoft (translations, CPE tagging, national presence, toll-free, hunting).

Provisioned routers and switches from a variety of manufactures: Cisco, Total Access, Brocade, Zyxel.

Participated in an on-call rotation for after hours support and maintenance operations. Worked with monitoring systems, Orion and Zabbix.

Technical Support Representative, Xmission

Salt Lake City, UT — 2009 - 2012

Provided remote support for all services including, DSL/ ISDN, Dial-up, Fiber-Optic(Internet, VOIP, and TV), Email ,Web-hosting, DNS, and hands on support of collocated customer equipment.

Monitored vital systems for potential security or performance issues and applied patches, increased monitoring target accuracy or escalated issues as needed.

Performed regular facility checks in order to maintain SSAE 16, type 2 certification.

Developed new methods of ensuring system security and stability.

Systems Analyst, SKF PolySeal

Salt Lake City, UT — 2007 - 2009

Developed and modified applications to increase the productivity and reliability of manufacturing, shipping & receiving, and accounting departments.

Coordinated meetings between multiple department heads and effectively assessed the needs of each in an intermediary position to ensure correct access to information.

Implemented new methods of maintaining system stability and increased overall fidelity.

SKILLS

- An in-depth understanding of both Windows and Linux server environments.
- A working knowledge of multiple database platforms and programming languages.
- The ability to adeptly troubleshoot and present findings in a clear and concise manner.
- A+ certified
- Progress 4GL certified

EDUCATION

Salt Lake Community College

2009 - 2011

Park City High School

Diploma — 1999 - 2003

REFERENCES

Available upon request.