

# Timothy J. Crenshaw

23360 NW Bravo Rd. Buxton, OR 97109 (503) 997.4666 – timothyj.crenshaw@gmail.com

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## SKILLS SUMMARY

- Systems Administrator skilled in problem-solving and managing.
- 7 years I.T. job experience; repairing, installing, managing networks, servers, desktops, peripherals and office equipment. Also providing support, creating and managing IT projects (for multiple departments and properties).
- Excellent problem-solving skills that extend beyond the IT environment.
- Knowledge of security practices.
- Understanding of programming concepts.
- Excellent communication skills; able to work with both technical and non-technical people.
- Experience in training users, clients and IT staff.
- Work well in a team environment or can self-manage and take initiative of IT needs.
- Knowledge of operating an IT department, managing budgets and 3<sup>rd</sup> party vendors.

## TECHNICAL SUMMARY

(Includes but not limited to)

**Applications:** MS Office Suites, Exchange/Active Directory, Group Policy, SQL, VMware, Hard drive imaging, anti-virus programs, IP cameras and CCTV systems, Logmein.com remote access, and installing/managing cloud-based web application services.

**OS:** Windows Server 2003/2008/2012, XP/Vista/Windows 7/8/10, Mac OS, Linux (limited).

**Networking:** TCP/IP, DNS, VPN's, Wi-Fi, VoIP, firewalls, switches, spam filter, SSL certs, wired/wireless camera configuration and management, IP KVM switches, wired/wireless routers, gateway management, familiar with broadband and Gbps fiber service, configuring wireless printers and devices.

**Audio/Visual:** Setup of projectors (including multi-screens configurations), sound mixers/house sound for small meeting and large event environments. Also, Ashely sound systems with remote (iPad) controls.

## EXPERIENCE

***IT Manager, Pollin Hotels, 2013 – 2020***

Network Administration for three Portland Airport Hotel properties (Aloft, Hampton Inn, Sheraton) consisting of approximately 150 users, multiple departments and the hotel guest wireless experience. Proficient with Active Directory/Exchange Server Management (Issuing credentials/file permissions). Server/network management. Windows PC imaging in a business/networking environment for multiple users and departments. Proficient with Windows operating systems (installation and management). Installation and management of CCTV Server with wired/wireless camera configuration. Administration of on-property network hardware consisting of IP KVM Switches, SonicWall Firewall, Barracuda Network spam filter. Cisco and Netgear switches, Ruckus wireless router, Mikrotik cloudcore router and RG Nets gateway (capable of and licensed for 1200 simultaneous users). Gateway management and issuing unique metered credentials. Proficient with remote access utilizing logmein.com application. Troubleshooting and repair of computer components, hardware/software installation and peripheral installation. Configuring, troubleshooting and managing 3<sup>rd</sup> party vendor office equipments (such as Pacific Office Automation printers and copiers). Regularly configured, installed, and troubleshot various wireless devices including wireless printers, Apple TV's. Managed and configured phone fleet consisting of both Android and iPhone devices.

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## ***General Manager/Marketing Coordinator/Consultant***

*Hoagland Properties, 1999 – 2011*

All aspects of running motels including supervising staff, advertising, human resources, accounting, web page design and maintenance, guest services, and all building maintenance (skills include: basic plumbing, electrical, framing, sheetrock, tiling). All aspects of sales and marketing for three hotel properties including social media, achieving and maintaining high web presence, advertising, packages and promotions, public relations, employee training and implementation of computer GDS system(s). Reason for Leaving – Business sold/Relocated/Enrolled in school to attain college degree.

## **Education**

**Associates of Applied Science Degree** – Network Administration (attended 2011 – 2013). Portland Community College, Portland, Oregon.