Resume of Tank Creagh

Citizenship: USA   Contact: 503-367-2363   tank@cascademesh.com   www.cascademesh.com

EDUCATION

BS   Portland State University, Bachelor of Science Liberal Studies, Spanish minor, 2011

AAS Portland Community College, Associate of Applied Science in Computer Information Systems, 2016

PROFESSIONAL   CERTIFICATIONS

Linux+   CompTIA Linux Certified, 2018

PCC   Career Pathways Certifications from Portland Community College 2013 – 2016
- Web Programming, 2016
- Java Application Programming, 2014
- Microsoft .Net Application Programming, 2014
- Database Design and SQL, 2013
- Microsoft Server & Network Administration, 2013

TESL   Teaching English as a Second Language from Portland State University, 2011

Former Cisco Certified Network Associate (CCNA), and Microsoft Certified Systems Engineer (MCSE)

TECHNICAL SKILLS

Work Experience: Languages: Powershell, Python, SQL, Javascript, HTML5, CSS, bash shell scripting, VBA; **Methodologies:** Agile, MVC, OOP, TDD, SOLID, Pair Programming; **Operating Systems:** Linux, MS-Server2016 and all previous MS-O/Ss, VMWare, Mac OS X; **Linux distros:** Fedora, Ubuntu, CentOS, Midinux, Debian, netBSD, Android; **Source Ctrl:** Subversion, Git; **DBMS:** MS-SQL, MySQL, Couchbase, PostgreSQL; **Server Admin:** Active Directory, WDS, WSUS, Exchange, IIS, Apache, Nagios, Wireshark; **Applications:** Incident Tracking Systems & CRMs (Asuite, Tibet, TCMS, BugZilla, Jira, QC), Content Management Systems, cPanel, Outlook, Excel(Macros), Powerpoint, Visio, Office 365, and Amazon Web Services(AWS). **Hardware**: Rack servers, routers, KVM, RPS, SAN storage. **FireWalls:** SonicWall, WatchGuard.

Technical & Programming Courses: Hack Oregon Coding Bootcamp: Django, Python, CSS, HTML5, Javascript, SQL, OOP/MVC. **Other Courses:** Android Mobile App, C#, Node.js, React.js, Assembly, Visual Basic.Net, PHP, Java, OraclePL, SOAP, REST, XML, JSON, AJAX, Web Services. Additional courses in Project Management Bootcamp, Networking, Linux Administration, Microsoft Server Administration, Active Directory, Security, Validation Management, and RF Digital Communications.

JOB EXPERIENCE (more on subsequent pages)

2019 Sept - Present, **Technical Support Analyst**, CalPortland
- Primary IT support person for CalPortland in the Oregon region
- Identified, prioritized, and performed IT support-related tasks for employees in the Oregon region
- Purchased and deployed equipment
- Diagnosed technology issues on computers, printers (peripherals), network, and telephony
- Engaged in activities for project planning, monitoring and execution for IT projects
- Documented environment, created diagrams for processes and procedures
- Upgraded and installed new hardware/software including servers, printers, networking equipment
- Facilitated IT-related work with vendors at regional sites
- Recommend and provide training as needed

JOB EXPERIENCE (continued)

2018, **System Administrator**, Erickson Aircrane, Portland
- Purged separated users that represented a security risk and returned the company to NIST compliance
- Assisted users with computer, printing, telephone, networking, hardware, and software issues
- Managed O365 accounts, Microsoft network servers, IIS, VMware, AD, and GPO
- Setup ManageEngine Desktop Central to streamline Windows updates, O/S imaging, Application delivery, and remote assistance (this tool is less expensive substitute for Microsoft SCCM)

2017 – 2018, **System Administrator**, Sonetics, Portland
- Contracted to Manage all IT functions, while existing IT team completed transition to Netsuite
- Assisted with successful transition to Netsuite including ERP/CRM resulting in a more efficient operation
- Programmed Powershell tools to automate network management and user administration
- Administered Microsoft network servers, IIS, Hyper-V, AD, and GPO
- Transitioned software licensing to Microsoft Volume Licensing Program
- Managed Mitel digital/VoIP system, Implemented company-wide Slack chat program, and trained users
- Ran backup and restore operations with Veeam, and transitioned laptops and phones for new users
- Ran cables, setup computers, switches, NAS, WiFi Access Points, and printers
- Diagnosed user, printing, network, software, hardware, and phone issues
- Managed relationship with Internet Service Providers, Microsoft, and Dell Computers
- Implemented Git server for managing product firmware and documentation
- Assisted engineering in setting up wireshark to diagnose product network issues

2015 – 2016, **Software Test Engineer**, UPM, Portland
- Coded Python, Selenium, Javascript/HTML/CSS scripts to automate testing
- Analyzed data using Python and Excel VBA scripts
- Root Caused (troubleshot) software, hardware, telephony, and network issues
- Configured MySQL, and PostgreSQL DBMS for several applications
- Tech Support and implemented Ticketing system
- Maintained VMWare/Microsoft/Linux based network infrastructure

2014 – 2015, **IT Consultant/System Administrator**, KBOO FM Radio Portland and others
- Ran Project to move server room including bidding process for HVAC, Electrical, and construction
  - Project completed on time and under budget resulting in a more secure and greater emergency airtime
- Tested, replaced, and disposed of old desktops, servers, switches, UPS, and, firewall
- Upgraded servers, NAS, and implemented offsite backup
- Upgraded most software licenses including implementation malware protection software
- Implemented Active Directory (AD), Deployment Services (WDS) and Server Update Service (WSUS)
- Implemented folder redirection and AD group policies to stabilize desktop environments
- Managed Mitel digital/VoIP system
- Assisted and trained users, documented network infrastructure, BKMs,
- Programed solutions in Powershell on Office365, Active Directory, and data-mining with regex
- Setup accounts in Linux cPanel including site hosting on Apache, email, FTP, and MySQL
- Programed SQL queries to extract data for project analysis

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2013 – 2013, **Network Engineer**, Intel - LAN Access Division, Portland

- Agile-based validation of high performance converged network devices
- Coded test scripts in Bash, Powershell, and vbscript
- Negotiated policies, coding practices, and interfaces between coding teams
- Managed transition of scripts & libraries from Windows to VmWare and Linux environments
- Documented bugs, infrastructure, BKMs, and coding conventions
- Setup physical lab including servers & switches, planning, racking, cabling, labeling

2012 – 2013, **Network Software Engineer**, Intel Labs - USAF Router Bricks Project

- Managed all aspects of quality assurance for linux-based 10Gb prototype switch from Intel servers
- Coded bash shell scripts, php, perl, mySQL, and java
- Integrated Installation with SVN – Reducing total time, and increasing reproducibility
- Validated prototype application including debugging and reporting
- Documented build and installation process
- Built racks, PDUs, cabling, KVMs, and switches including all O/S, apps, package installs
- Implemented & arranged remote access for team using H/W KVM, ssh, and remote power switches