

Work Experience

Senior Infrastructure Engineer

01/21 - Present The Doctors Company, Napa, CA

- Design, budget, and architect VM and Desktop backup strategy and infrastructure.
- Lead team of engineers that oversee 1000 physical desktops onsite, in remote offices, and telecommuter systems.
- Oversee and implement all desktop and server patching.
- Keep systems secure through semi annual vulnerability discovery and remediation.

Infrastructure Engineer

06/15 – 01/21 – The Doctors Company, Napa, CA

- Use KACE to deploy patches, image desktops, and track inventory.
- Use JAMF to deploy patches, software, and track inventory for MacOS, and iOS.
- Products: JAMF, VMWare ESXi/vSphere/Horizon, Bit9, Carbon Black, Service-Now, Cisco, Palo Alto, Dell KACE, FreshService, Meraki, Azure.

Senior Systems Engineer

11/14 – 06/15 – Formatech IT Services, Napa, CA

- Manage over 800 machines spanning over 50 clients.
- Plan and implement multisite wired and wireless network infrastructure. Creation and Management of Virtual Servers in Hyper-V and ESXi.
- Management of all Windows and Mac workstations.
- Management of Sophos, Sonicwall and WatchGuard Firewalls, Cisco Switches.
- Lead on our RMM platform and Powershell Management.

System Administrator to Senior System Administrator

05/12- 11/14 - Total Computer Solutions, Napa, CA

- Managed system and network for a company with multiple locations, and over 100 employees. Sites were connected with point to point fiber lines, VPNs, Network Extenders, and file replication software.
- Managing Windows client machines, on Domains running Windows SBS 2011/2012 Server.
- Troubleshooting Exchange, SMTP Queues, Mailbox/Alias/ Contact creation and user assignment.
- Managing VMWare.
- Managed External Firewalls, Switches, Routers, Wireless APs, and wireless P2P connections.
- Server Applications: Microsoft Exchange, Active Directory, Symantec Ghost Enterprise, Backup Exec management and administration.
- Managed Specialized Programs pertaining to Real Estate, Non Profit Organizations, and Construction companies in particular. (Tenant Pro, CAFAS, FosterTrak, & American Contractor).

Classroom Tech/ Lead Helpdesk Technician

05/10-05/12 Northwest University Kirkland, WA

- Answering various technology questions by phone, email, live chat, and in person.
- Building Windows 7/XP images for computer labs and employee computers.
- Managing our lecture recording hardware, software, and server in all classrooms
- Diagnosing and fixing various computer/network problems.
- Train faculty and staff on new and unfamiliar software.
- Managing our Mitel 3300 IP phone system
- Maintaining Wireless network with over 60 AP's for a campus of 2,000+ people.
- Setup and management of Dell KACE (Ticketing, updating, computer management system)

Owner/Lead Photographer

07/07 - present Nicholas Dunne Photography, Napa, CA

- All aspects of small business management.
- Customer satisfaction and sales.
- Employee management and accounting.

Technology Customer Service

02/2005-12/2007 Office Depot, Napa, CA and Redmond, WA

- Helping customers with their computer needs.
- Running the registers.
- Display setup.
- During this time, I was also being trained as a 4th key manager.

Office Asst.

06/1998-02/2005 Dunne Right Remodeling, Napa, CA

- Answering phones, accounting, word processing, and excel.
- Billing and customer service.
- Office upkeep and computer maintenance.

Education

Northwest University, Kirkland, WA

08/06 – 05/09

- Bachelor of Arts – Double Major - Pastoral Ministry and Biblical Studies
- Certifications: Microsoft Certified Professional, Sophos Engineer, Digium Switchvox Engineer, Ubiquiti
- Broadband Wireless Administrator.

References

References are available on request.