

**Jeremy Hein**

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**SUMMARY**

- Technical solutions and support provider, network administrator, and script developer
- Personable, reliable, and highly rated in customer satisfaction
- Master Degrees in Business Administration and Engineering
- Microsoft Certified Solutions Associate (MCSA): Windows Server 2012 and Windows 8

**PROFESSIONAL EXPERIENCE**

**Golden Hills Community Church - Jul 2014 to Present**

- Optimized, organized, and maintained network for 100s of devices including Windows, MacOS, iOS, Android, and others
- Managed Google Workplace (G Suite) for 100s of church and school staff and students
- Maintained HIPAA compliance for counseling center
- Assisted school with distance learning
- Setup SonicWALL VPNs to connect 3 locations
- Setup Linux server to capture and deploy Windows computer lab system images for school
- Migrated Windows Active Directory server to VMware
- Migrated phones to custom configured Asterisk VOIP PBX and recently to hosted phone system
- Developed custom app for website to find small groups with Google Maps
- Setup kiosks with Zebra label printers for check in to classes

**California Department of Public Health - Jan 2014 to Jun 2014**

- Setup Windows Deployment Services lab to quickly and easily capture and deploy images
- Migrated 100s of workstations from Windows XP to Windows 7
- Provided support for users in offices and labs

**Qualcomm - Jun 2013 to Dec 2013**

- Setup, managed, and documented 15 highly available virtual servers running proprietary software on Windows and Linux for assisted GPS for Firefox smartphones
- Created custom automated monitoring program to alert administrators on failure

**Hein Computer Services - Jan 2004 to Jun 2013**

- 100+ clients including small businesses with over 100 users in a variety of industries including accounting, legal, architecture, gas, welding, e-commerce, real estate, health, dental, etc.
- Setup and configured VMware, Hyper-V, and VirtualBox virtual machines for testing and development
- Migrated 100+ Active Directory, Exchange, and Terminal Server users to new network infrastructure
- Designed and setup VPNs, custom Linux thin clients, File, Print, and Remote Desktop servers to merge 5 businesses
- Prepared image to be easily deployed by Symantec Ghost and added to Active Directory and Exchange
- Setup and configured Exchange and SonicWALL router for SSL secured iPad and iPhone access

- Developed website and applications to manage the entire ordering process from initial contact to delivery confirmation and reviews for phone and online orders over \$4 million annually
- Developed website with search engine friendly links for brands, categories, and 5000+ items
- Developed custom applications to download order information from website and Amazon into proprietary database, process credit card, PayPal, Google, and Amazon payments, print orders for shipping, transfer shipping information to website, and send shipping and delivery confirmation notifications
- Developed website using PHP and MySQL to provide online resources for the fitness industry including membership signup, video staff training, facility listings with map locator, online purchasing, etc.
- Managed Linux DNS and web servers for wireless Internet access for hotels
- Setup VOIP phones on PoE switch to automatically register with Asterisk phone system
- Programmed Asterisk VOIP phone system to supply property information to reduce burden on representatives
- Developed custom CMS website using PHP and MySQL

## **EDUCATION**

- Master of Business Administration from San Jose State University
- Master of Science in Engineering from San Jose State University
- Bachelor of Science in Computer Engineering from San Jose State University

## **CERTIFICATIONS**

- Microsoft Certified Solutions Associate (MCSA): Windows Server 2012
- Microsoft Certified Solutions Associate (MCSA): Windows 8

## **TECHNICAL SKILLS**

- Hardware: Routers, Switches, Network Appliances, SonicWALL, DELL, HP
- Virtual and Cloud Technologies: Google Workplace (G Suite), Microsoft 365, VMware, Hyper-V, Google Cloud, Amazon AWS
- Operating Systems: Windows Server, Windows Desktop, MacOS, iOS, Unix, Linux, Android
- Programming: HTML, JavaScript, Python, Perl, PHP, XML, SQL, Shell/Command Line
- Servers: File, Print, Active Directory, Microsoft Exchange, Remote Desktop, Microsoft SQL, MySQL, DHCP, DNS, HTTP, SSL, FTP, IIS, Apache, VPN, VOIP