Jeremy Hein

jeremy@jeremyhein.com (925) 755-8273

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 managed network providing all levels of support 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
- Managed HIPAA compliance for counseling center
- Setup students and teachers to utilize Google Workplace (G Suite) for distance learning
- Setup and managed SonicWall routers and VPNs to connect 3 locations
- Setup Linux server to capture and deploy Windows computer lab system images for school
- Migrated and managed Windows Active Directory server on VMware
- Migrated phones to custom configured Asterisk VOIP PBX and then 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
- Worked with hardware and software vendors for procurement and support
- Created and maintained documentation for IT infrastructure and support

California Department of Public Health - Jan 2014 to Jun 2014

- Worked as part of a team to setup and maintained computer systems and provide first and second level hardware and software support for 1000+ users with Windows desktops and laptops and iPhones in multiple departments and laboratories
- Setup Windows Deployment Services lab to quickly and easily capture and deploy Windows system images
- Migrated users from old Windows XP computers to new Windows 7 computers and verified data from old systems was securely erased
- Setup laptop computers in emergency response center
- Resolved tickets quickly and effectively and was highly rated in customer satisfaction

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
- Managed web server and database for ecommerce site with annual revenues over $4 million
- Managed Linux DNS and web servers and supported users for wireless Internet access for hotels

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