

# Nick D'Amore

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## Relevant Experience

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### Lautenbach Recycling

Mount Vernon, WA

IT COORDINATOR

Dec 2019 – Present

- Implemented ITSM processes - launching an internal help desk to track support requests
- Led the company's transition to remote work rolling out Microsoft Teams, SharePoint Online and OneDrive. Conducted weekly training sessions around the topic
- Upgraded 100Mbps LAN to 1Gbps by replacing outdated cabling and old 100Mbps switches
- Implemented multi-factor authentication and single sign-on using Duo security and integrating with AzureAD
- Automated new user account creation using python and the company's hosted HR platform's REST API
- Improved campus wi-fi with a deployment of Unifi access points
- Connected two remote sites to the main office using SonicWall next-gen firewalls and a site-to-site VPN
- Oversee day-to-day operation of a hybrid, mixed OS infrastructure

### Geek Squad

Kennewick, WA

LEAD TECHNICIAN

May 2011 – Jan 2013

- Responsible for diagnosing and repairing hardware and software for customer equipment including computers, mobile phones, tablets, and home theater equipment
- Improved average turnaround time on repairs

### Self-Employed

WEB DEVELOPER

Sep 2009 – Feb 2011

- Designed and developed static websites for local small businesses using HTML, CSS and JavaScript
- Helped new and existing websites with search engine optimization

### Macy's

Kennewick, WA

VARIOUS POSITIONS

Feb 2013 – Dec 2018

- Held various roles with increasing responsibility at a Macy's department store starting in administrative support and advancing into management
- Quickly recognized for my technical skills and frequently delegated work from the district's IT help desk to work on tickets related to both network and computers in the store

## Skills and Languages

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**Languages:** Python, PowerShell (Familiarity), JavaScript (Familiarity), HTML and CSS, YAML

**Skills:** Git, Linux administration, Windows Server administration, Active Directory, Ansible, Technical Project Management

## Projects

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### Unattended Truck Scale Implementation

Windows Server 2019, Microsoft SQL Server, Ubiquiti EdgeSwitches, ScaleIt USA weighing software

SOURCED AND DEPLOYED HARDWARE AND SOFTWARE TO PROVIDE A FULLY UNATTENDED TRUCK SCALE TO HELP ALLEVIATE TRAFFIC CONGESTION AT THE COMPANY'S MAIN SCALE

### Campus network redesign

Ubiquiti EdgeSwitches, Ansible, Windows Server 2019, SonicWall SonicOS

UPGRADED AND REDESIGNED CAMPUS NETWORK USING TWO-TIER (COLLAPSED CORE) DESIGN. INSTALLED AND CONFIGURED ALL NEW MANAGED LAYER-2 SWITCHES AND REPLACED AGING CAT-5 CABLE WITH CAT-6 WHERE APPROPRIATE.

## Education

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### SUNY College of Technology at Alfred

Alfred, NY

COMPUTER SCIENCE

Sep 2005 – Jun 2007