John Grillo

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📍 Portland, Oregon ⓖ https://github.com/john-grillo

SUMMARY

Accomplished Developer and Systems Engineer with consistent record of planning and implementing projects. Solid record of establishing relationships with technology and business units. Analyzed and created curriculum as trainer in SAP, Azure and unique company technical documentation. Organically created documentation for internal company processes.

RELEVANT EXPERIENCE

Pacific Office Automation – Tier 2 Tech Support

Beaverton, Oregon — Sept. 2020 – Present

Making office printing and IT easy with their new Managed Information Technology Service [*MITS*]

- Resource provisioning/acquisition & User creation
- Onboarding new employees across 200 different firms
- Core program and CW automate deployment
- Technical documentation for growth
- Continuity planning
- Corporate training and education.
- Confidential information handling
- Advising Tier 1 on escalation issues
- Writing technical documentation

[CONTRACT] Medical Teams International – Windows Systems Administrator

Tigard, Oregon — Nov. 2019 – Feb. 14th, 2020

Medical Teams International is a Christian non-profit dedicated to helping refugees around the world.

- Resource provisioning/acquisition & User creation
- Onboarding new employees, managing 55 people
- Perform implementation tasks, related to O365 and other cloud applications, including: configuration, integration, and roll-outs.

SKILLS

AWS

Python

HTML5/ CSS3

C++, C, ASM

JavaScript/JQuery/Angular

SQL/TSQL/MySQL

GIT

SAP

Active Directory

Windows Server

MS Office/Excel

MS Exchange

AZURE

MAC OSX

SharePoint

LINUX/UNIX

Office 365

Technical Writing

Zabbix, Grafana

New Relic [certified]

Apache

Project Management

Design/Development

Software QA/Testing

LDAP

Money and Confidential info. handling

Continuous learning & development

- Effectively troubleshoot complex technical issues.
- Design/create/manage desktop windows 10 image creation for users around the world.
- Managed team of 55 people in Tigard alone, more in Tanzania and Uganda
- Use Microsoft System Center Configuration Manager and Intune to manage end user devices.

[CONTRACT] DAT SOLUTIONS – Network Systems Engineer
Tigard, Oregon — January 2019 – April 2019

DAT Solutions is the premier Trucking Service app for USA & Canada. Duties included maturing network monitoring services in New Relic, Zabbix & Grafana;

- Solo'ed level 1 outage during production hours
- Coordinating Database and Production environment teams,
- Being first point of contact in cases of emergency and soloed two full scale outages in my first two months on the job; Root cause analysis
- Additionally, technical documentation of critical systems.

[CONTRACT] Pacifica Beauty - BSA
Portland, Oregon — October 2018 – Nov. 2018

Business Systems Analyst for Pacifica Beauty make-up company as they transitioned to creating their own in-house IT department. Duties include:
- MAC OSX Configuration & management
- Evaluating helpdesk software vendors.
- Evaluating new Managed Service Provider.
- Equipment purchases.
- Manufacturing plant and equipment support.
- Being in charge of all hardware and software.

Upward Technology
Portland, Oregon — March 2018 – August 2018

Started as Tier 2 Technician for managed services provider, then became Technical Writer and Project Manager. Frontline face and voice of a fast-paced Help Desk department specializing in best-in-class customer service and IT consulting for non-profits and law firms.

- Investigating fraud and security breaches
- Successfully Implemented Azure domain for Non-profit SOLVE.
- Codified user add/delete procedures, eliminating 90% of security holes.
- Streamlining workflow processes, especially in regards to user creation/deletion.

EDUCATION

Ongoing Self-Education and Improvement
PRESENT

Certifications:
Comptia Security+
Dec 2020

Comptia Network+
August 2020

New Relic
Feb 2018

Portland Community College
AAS, Computer Information Systems
Jan 2014 – Dec 2015

Pacific University
BA, International Relations & Media Arts (focus: Web Dev.)
September 2006 – May 2011

- 8% pay raise in first month and benefits due to amazing learning ability and drive.
- Project work ranging from client on-boarding's, workstation configuring and deployment, network equipment management, hardware and advanced software installations.

BSA/Jr. Developer - Tiger Sheep LLC
Beaverton, OR — Feb 2015 – November 2015

Developer and Corporate trainer who worked in a SAP BusinessOne and .net environment. Produced around 80 training videos to teach students to use SAP. Developed Crystal Reports and automated Treasury Reports on behalf of clients and breweries. Implemented tax breaks to reduce payroll taxes by ~30%. Liaison between the development team and C-level clients.

Jr. Systems Administrator, Portland State Uni.
Portland, Oregon — Oct. 2013 – Jan. 2017

Troubleshooting user problems, resolving tickets and managing computers in both UNIX/LINUX and Windows Environment. Managing machines via MS Active Directory for professors and students alike with the appropriate privileges per security standards and maintain LINUX/Windows machines.   Handling confidential information (passwords, account funds, perms) and training new Help Desk personal. Writing BASH scripts to automate printer testing and configuration and checking for runaway processes.

References available upon request.

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