

LinkedIn Profile: [linkedin.com/in/montylochrie](https://www.linkedin.com/in/montylochrie)

MSP focused Network / Systems Administrator and technician with 12+ years of experience supporting the hardware, software and network needs of SMBs. Detail oriented with ability to multitask, prioritize tasks and projects, works well with a team and independently. Able to work in a fast paced environment. Ability to be organized with focus on documentation and client satisfaction. Professional and respectful communication via phone, email and in person.

Education: Grants Pass High School, Rogue Community College, Southern Oregon University

Trained in **CompTIA A+** Certification, Training for **CompTIA Network+** Certification
(currently unable to complete certification tests due to Covid-19)

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| Windows OS 7, 8, 10, MacOS software and hardware support | TCP/IP, LAN, WAN, OSI, RMM, VPN, MDM, VM, CCTV, etc | iOS & Android mobile device management | Windows Server 2012, 2016, 2019, Hyper-V | NAS / RAID setup and management, backup and recovery |
| Desktop Application troubleshooting, hardware repairs | Documentation & communication oriented focus | Solarwinds NOC, FreeNAS, Mattermost, NVR | ConnectWise, Kaseya VSA, IT Glue, MediaWiki | MS Office 365, MS Exchange and Google Suite email systems |

Partnered Solutions IT (2019-2020) Systems Administrator II

- Provided MSP clients with remote and onsite technical support regarding hardware, software, and networking needs. Also provided emergency onsite response and resolution per SLA contracts.
- Provided improvements to daily operations, policies & procedures to improve workflow within the department, including improvements to the intranet and documentation system.
- Provided support to both Eugene and Medford-based clients and assisted with client acquisitions.

Lifeline Computer Solutions (2019) Systems Administrator I

- Provided MSP clients with scheduled tech support regarding hardware, software, and networking needs. Also provided emergency onsite response and resolution for clients per SLA contracts.
- Provided solutions and improvements to daily operations, policies and procedures to improve workflow within the Systems Support department and between other departments as well.
- Handled new workstation deployments as part of scheduled Windows 10 migrations, ensuring a smooth transition of user files, line of business applications, scans, network shares, etc.
- Handled maintenance and stock of company vehicle as well as tech room supplies
- Worked with System Analyst and Engineer teams to complete projects for clients

Stone Coat Countertops (2018-2019) IT Administrator / Customer Support

- Assisted a local ecommerce business with a variety of technical support and growth needs.
- Helped make changes and improvements including upgrading old cameras to 4K DSLRs, improved the network setup of the live broadcast studio, and migrated to more robust video editing software for improved workflow, capabilities and steady release schedule
- Made suggestions for improving the YouTube channel engagement to increase exposure via cross-promotion with other content creators, which has led to increased views and subscribers
- Implemented an online support ticketing system to help resolve customers issues, track performance metrics and improve the operational efficiency of the customer support team.

Antheia Creations (2016-2018) IT Administrator / Marketing Manager

- Provided a variety of support for IT hardware, software, & networking needs for retail store
- Managed social media accounts & created content for those platforms: Facebook, Instagram
- Setup and maintained company website content including vendor days, sales, new products
- Managed all marketing & public relations for the startup company including working with local businesses for cross-promotion campaigns, writing press releases
- Managed and created all the graphic design needs for the business including digital promos for sales & new products, as well as print media including billboards, flyers, magazine ads
- Implemented a rewards points system for customers, setup & managed a digital signage system
- Helped with graphic design support for many of the vendors whose products we carried
- Helped get media exposure in multiple industry publications and helped us focus on the metrics needed to become one of the top 10 rated stores out of over 500 state wide, 4 times in a row
- Setup and managed our community outreach program for organizations including Women's Crisis Support Center, Toys for Tots, Rogue River Cleanup, and more.

Dutch Bros Coffee (2013-2016) Network / Systems Administrator

- Created a foundation and build an IT department for the headquarters office
- Created standard operating procedures and policies for the department
- Managed a variety of hardware, software and networking systems
- Provided support to the fast growing team with the setup of new workstations
- Provided training and assistance with Windows & Mac OS
- Provided training and assistance with MS Office, G Suite apps, and various other applications
- Assisted with maintenance and support for both the public and franchisee websites
- Provided network infrastructure improvements for both wired and wireless environments
- Implemented workstation upgrades and replacements
- Setup on-site and off-site server data backups, assisted with hardware inventory management
- Managed server and user software licenses, software evaluations
- Managed and supported cellular service issues and needs including mobile device management and repair for iOS devices such as iPhones and iPads
- Worked with many products and service vendors on a regular basis
- Provided IT support needs for 10 local coffee stands owned and operated by DB HQ
- Assisted the Operations team in testing and implementation of new solutions for Point of Sale systems using Square Register and other POS systems on mobile devices for placing orders
- Worked with local security companies to manage and upgrade surveillance camera systems
- Many other tasks were covered by our IT team including remote user support, technical assistance for proprietary coffee roaster control and monitoring systems, and general tech support for the team at Dutcher Creek Golf Course after the acquisition by Dutch Bros
- Provided limited tech support services to Dutch Bros franchisees as well

MultiNet Information Technology (2007-2013) Systems Administrator / Technician

- Provided technical support to over 100 MSP clients in the Southern Oregon & coastal regions
- Provided support for many different types of networks, applications, and hardware. Each business having their own variety of assistance needs for both onsite and remote support
- Provided technical support via phone, email, and remote access to clients on both an hourly rate and Managed Service Provider subscription based plans

Other Interests: Weight training & exercise, car repair & upgrades, home repair & upgrades