DAN JACKSON

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503.660.7249

**Professional Summary**

Experienced, proven, cost effective, and reliable IT management. Enjoy working with new technologies and challenging situations.

**Skills**

* SQL, PowerShell, Exchange, System Center
* Microsoft Certified since 2001
* Independent problem solver
* Team player
* Results-oriented
* Current Microsoft Certification in Server 2012r2

**Work History**

**Client Services Engineer**

Integra Group, Anacortes, WA

* Proven ability to provide comprehensive IT solutions with flexibility, consistency, and documentation in a production environment Worked under Client Services division, in DevOps environment for Microsoft Gold Partner.
* Supported flagship product for Software Company, a document management system for long term care and intuitional pharmacies.
* Worked on a team responsible for managing over 600 active installations of our software running Windows 2003-2012r2, MSSQL, SMTP, SOAP/REST, network support including firewalls, PKI/Certificates, Active Directory & Group Policy, IIS 6/7.
* Developed and maintained PowerShell scripts for in house and remote server builds.
* Developed PowerShell Desired State Configuration scripts for system standardization and wrote workflow scripts in Visual Studio.
* Assisted in maintaining Lab Tech remote deployment and monitoring software.
* Direct contact with customers to develop comprehensive solution to backup data, including file systems, SQL databases, and System Restore Points.
* Along with archiving data for audit history, embedding metadata into PDF files for search ability.
* Managed tickets and customer information with Dynamics CRM.
* Maintained HIPAA compliance with all customer data.
* Worked directly with partner companies, and Pharmacy Information Systems that our software communicated with via COM, SOAP/REST such as Dell, Dialogic, Softwriters (Framework), QS/1.
* Participated in rotation of weekly 24/7 support, responding to monitoring alerts, and client phone calls to our afterhours support.
* Collaborated with the sales, marketing and support teams to launch products on time and within budget.
* Recreated customer issues in house, and tested to replicate problems and resolve

**IT Manager**

Silver Fox Productions, Seattle, WA

* Only IT staff supporting 50+ end users, including all aspects of IT
* Created innovative and intuitive product features such as BGP for internet redundancy.
* Responsible for Exchange Server, and it upgrade.
* Saved time and money by scripting in PowerShell and Virtualizing their environment
* Ensured data integrity, implemented Microsoft Data Protection Manager as part of the System Center Suite.

**Systems Administrator**

Car Toys, Seattle, WA

* Provided top-tier support for over 400 locations and 2700 employees, applying expert technical knowledge to make company-wide information systems implementations.
* Supported existing environments including 20-server Citrix farm.
* Migrated existing Citrix Metaframe farm to Xenapp handling 1000+ concurrent connections (Windows 2003/2008).
* Responsible for developing, budgeting, implementing, and supporting current infrastructure upgrades, while providing documentation of tribal knowledge.
* Configured and deployed new store kiosk networks, and support existing site to site VPNs using Sonicwall GMS.
* Lead network admin team in providing 24x7 direction and support to help desk.
* Planned, configured, and implemented Microsoft Data Protection Manager along with Operations Manager/System Center suite.
* Infrastructure development, including provisioning of servers, applications, backups, network performance and monitoring.

**IT Manager**

Sub Pop Records, Seattle, WA

* Implemented and supported all IT initiatives
* Infrastructure development including provisioning of servers, applications, backups, network performance and monitoring.
* Maintained and upgraded Exchange Server
* Performed a company move with no downtime
* Maintained and monitored the server room, the wireless network and other server infrastructure.
* Set up staff workstations with PCs, Macs, phones and laptops.