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| Gregory S St. Clair  425 835 1619  stclagre@gmail.com [LinkedIn](https://www.linkedin.com/in/gregory-st-clair-91311a121/) | |
| Professional summary: Experienced IT Support professional and Military Veteran, with networking and systems administration background. I enjoy helping make people’s lives better – improving work processes and reducing unnecessary work with technology. I am actively building and learning network and domain automation while looking to expand my experience with big data tools like Splunk and AWS. I am also looking to go back to school majoring in IT Business Management, and minor in psychology. |

# Experience

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| April 1st 2020 – June 1st 2020IT Consultant Arrington davis LlC- Maintained and advised on upgrades to company network, as well as improved network security and accessibility.- Installed document imaging solution for sensitive tax documents- Managed document storage and cloud archival solutions with onedrive- Advised on the usage of Managed Service Provider (MSP) services for future company expansionAugust 2018 – March 2020Network Management Operator United states Air Force - Administrated long haul communications between bases across Europe and Africa, and transatlantic communications from Europe to the continental United States.  - Maintained and monitored Cisco Enterprise Equipment for over 50 military installations, utilizing Solarwinds, TACACS+, Splunk and Cisco ISE  - Responded to network emergencies as on call technician, actively responding to deployed units setting up VPN services in the field  - Helped mitigate major outage affecting Air Force operations in Europe, built config for headend router managing Air Force long haul traffic between Europe and the United States  - Built a new manning database and process for handling squadron manning in MS Access using JetSQL and Visual Basic  - Participated in squadron command and control function as overnight watch responsible for responding to emergency requests for network and domain admin functions  - Qualified mission planner/project management with DOD mission ready training  - Received honors for completing Cyber Systems Operations Technical Training, graduated top of class  - Received Squadron Airman Leadership Award for training other technicians on command and control, and systems administration/active directory  - Assisted in maintaining VDI/Vsphere/virtual applications by managing firewall exceptions, access lists, and network ranges for virtual machines  - Managed Avaya VOIP software for phone deployments  - Trained other network management operators on basics of networking topics relevant to mission qualification to work on CSCS weapon system |
| August 2017 – June 2018Business Analyst Liberty Mutual Insurance - Personal Insurance IT Analyst focused on supporting customers across multiple corporate applications for auditors, sales and support, received accolades for bedside manner  - Focused on process improvement, suggested and built improvements to security audit process saving 100s of man hours per year by automating manual analysis via SQL in MS Access  - Utilized Remedy to manage customer requests and supported field adjustors, sales, and Lloyds of London for Liberty’s proprietary insurance software.  - Liaised with developers on application performance and improvement for Liberty’s claims software  - Troubleshot issues raised to level 2 claims helpdesk regarding customer issues using liberty’s proprietary claim software |
| Jan 2015 – June 2018Helpdesk Agent Liberty Mutual InsurancE - Provided remote assistance for a Fortune 100 Company with an employee base of over 50,000 employees worldwide, supporting Windows, MacOS, iOS, and personal/commercial insurance.  - Utilized remote tools such as Bomgar, Remote Assistance, to solve customer issues averaging 400+ tickets a week at a high 85%+ first level resolution rate  - Became SME for tier 1 Windows OS and Systems Administration requests  - Built Impromptu team for solving issues at a 1.5 level for increased first level resolution rates  - Experience troubleshooting SCCM client issues as well as mass deployment problems  - Managed AD security group, OU and group policy settings at the helpdesk level  - Used and managed ticket queues in Remedy and Spiceworks, 6 years experience in Remedy  - Gave input on excel/access basic user questions in support of sales databases  - Troubleshot Konica Minolta Bizhub Printer/multi use devices and mobile printers  - Over the phone assistance for users setting up desktop workstation both for work at home and in office configurations, using Aruba home VPN devices and Juniper VPN services. |

# Education

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| Sep 2013 – June 2014Computers Servers & Networking Sno-Isle Tech CSN Technical certification, CompTIA A+, Top of Class, Server/Database focused |

# Skills

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| * SOHO/Enterprise Networking * Remedy/Ticket Data Analysis * Windows Server 2012/19 | * AD 2019 * Process Improvement * Office Automation | * Customer Support * Project Management * DBA/JetSQL |
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# Certifications

* CompTIA A+, Sec+
* US Air Force Cyber Systems Journeyman
* Active US DOD Security Clearance TS/SCI