**Jeffrey Przybylski**  
Henderson, Nevada  
Phone: (737) 600-5871  
Email: jeffprzybylski@gmail.com

**Summary**

* Certified IT professional with decades of IT help desk support, administration, engineering, and management experience.
* 4+ years experience working in a data center environment at Loudcloud and others.
* Performed installation and support of hardware, software and racking and stacking of servers in UNIX, Linux, and Windows environments.
* Maintained local and cloud-based databases using variations of SQL.
* Develops mobile, desktop, and web applications utilizing various programming languages and frameworks.

**Certifications**

* Network+ Certified
* A+ Certified Service Technician
* Microsoft Certified Professional
* Microsoft Certified Desktop Support Technician

**Technical Summary**

* Network and Technical Support: Windows XP-10, Server 2000-2012 R2, Linux/Unix, TCP/IP, DNS, Switches/Routers/Firewalls, Active Directory, SCCM, LANDesk, Salesforce, Cherwell, Backup, LAN/WAN, VMware, Citrix, SQL, MySQL, PostgreSQL, Jira, Confluence, JVM, Tomcat, Novell, Cabling, Cyber Security, Zendesk, Slack, and SalesPad.
* Development: LAMP/MEAN Stacks, JavaScript, .Net, VB Script, SQL, Access, Mongo, XML, HTML, CSS, AJAX, jQuery, Mobile App Creation, Starling Framework, AS3, Flutter, WordPress and Shopify.

**Professional Summary**

**IT Manager** June 2020 to December 2020

Retro Manufacturing – Henderson, NV

* Supported computers, servers, infrastructure, and e-commerce Shopify website coding.
* Ran multiple projects including instituting an enterprise backup solution, OneDrive file migration, SalesPad and Microsoft Dynamics GP upgrades, and website custom code.
* Configured and troubleshot numerous SalesPad EDI mapping or setup issues.
* Investigated/implemented more efficient barcode scanning solution for warehouse picking team.
* Updated product listings across eBay and Amazon company stores.
* Approved daily invoicing as well as all technical vendor communication and ticket escalation.
* Trained team members in a variety of software tools.

**Audio/Video Stagehand** November 2019 to March 2020 Rhino Staging – Las Vegas, NV

* Assembled audio, video, lighting, and power gear for live and corporate events.
* Helped set up shows at venues such as Park Theater, MGM Grand Garden Arena, Orleans Arena, Encore Theater, Sands Expo & Convention Center, and Red Rock Resort.

**Technical Support/Windows Administration (Contract)** March 2019 to June 2019 Alorica Inc (Modis) – Rockford, IL

* Provided technical support for over 600 local call center users and Windows workstations.
* Utilized SCCM 2012 to roll out patches, configurations, images, and software installations/removals.
* Aided IT staff in emergency troubleshooting of Citrix client connection issues.

**Technical Support Rep** November 2018 to February 2019 Favor Delivery (HEB) – Austin, TX

* Researched and identified solutions for iOS, Android, and web applications.
* Worked daily Zendesk tickets by troubleshooting database and app issues.
* Reproduced, logged, and tracked various bugs into JIRA.
* Used Sequel Pro and DataGrip in running SQL queries of varying complexity.
* Added, changed, inserted, and deleted data in numerous database tables in both troubleshooting and maintenance of information.
* Created Google map data to update app KML’s.
* Utilized several tools such as Twilio, SendGrid, Braze, and Logentries.
* Worked closely with QA, Development, and DevOps in creating software solutions.
* Collaborated within multiple Slack channels for problem resolution and teamwork.

**Technical Support Engineer II, Cybersecurity - Data Security** May 2017 to November 2017  
Forcepoint - Austin, TX

* Provided enterprise-level technical support to Fortune 100 clients.
* Utilized Salesforce.com for our ticketing and CRM system.
* Connected to remote Windows/Linux physical and virtual appliance servers during troubleshooting process.
* Examined JVM and Tomcat error logs in problem diagnosis.
* Performed queries in SQL Server, MySQL, and PostgreSQL databases for root cause analysis.
* Used Atlassian HipChat, Jira bug tracking, and Confluence in daily support functions.
* Ran various health checks on remote client machines making sure memory and processing requirements were within scope.
* Utilized several networking tools (ping, ipconfig, netstat, ifconfig, telnet, etc.) in both Windows and Linux.
* Monitored memory, cpu, process threads, storage, and database usage in issue resolution.
* Assisted with knowledge-sharing initiatives as well as product release training and documentation.
* Provided in-depth training in areas of expertise, general product knowledge, and integration.

**IT Customer Service Manager (Temporary)**  February 2016 to June 2016  
State of Wisconsin (DHS) - Madison, WI

* Single PoC for business into IT.
* Coordinated technical review of new software solutions.
* Liaison between customer and all IT areas for project initiatives.
* Monitored and tracked customer requests.
* Communicated and escalated problems, delays, and solutions to stakeholders.

**Help Desk Support Manager / BSA (Contract)**  September 2014 to July 2015  
Blackhawk Community Credit Union - Janesville, WI

* Managed help desk and direct reports to implement technical solutions for 150+ end-users.
* Researched organization-wide telecommunications solution to meet and exceed multiple business area requirements and budgeting constraints.
* Streamlined ticketing system workflows and evaluated potential application alternatives or improvements.
* Utilized project management skills in opening multiple credit union branches.
* Trained staff in new software and process rollouts.

**IT Consultant** January 2007 to Present  
Fedgesoft LLC - Roseville, CA to Las Vegas, NV

* Perform various consulting tasks for both home and small business users.
* Build servers, workstations, and created domains for centralized security of systems.
* Perform software and operating system training.
* Perform desk-side and remote hardware and software problem resolution.
* Monitor and perform virus/spyware removal and schedule backups.
* Offer custom software solutions that provide a better fit for functional requirements.

Example Project: Analyzed current desktop setup and recommended hardware/software upgrades for a local health food retail store. Installed and configured new systems while migrating data and software from replaced equipment. Afterward, worked with POS vendor in configuring and testing client software and database/network connectivity to ensure proper retail operations.

Example Project: Provided numerous security consultations and training in effective ways to reduce online and other common threats to workplace assets. Rolled out anti-virus and malware protection suites after removing thousands of prior infections of varying degrees of difficulty. Continued offering monthly patch management and licensing renewal with on-call support.

**LAN/WAN Engineer** October 2005 to January 2007  
National Medical Health Card - Sacramento, CA

* Supported over 80 local and remote users in a Windows/Linux virtualized network.
* Rotated on-call schedule for 24/7 support.
* Continually logged issues into queue-based intranet solution for work and project tracking.
* Trained staff on an individual and group basis on various Microsoft packages and 3rd party software tools.

**Systems Administrator / Variable-Data Specialist** October 2001 to October 2005  
Mail Right, Inc. / Total Mailing Resources, Inc. - Rocklin, CA

* Designed, wired, and configured corporate network to meet business needs.
* Continually maintained and updated network, server, and workstations while troubleshooting potential problems.
* Programmed variable-data projects while traveling throughout the country for custom application end-user training.

**Data Center Operations Engineer, Unix** November 2000 to August 2001  
Loudcloud, Inc. - Sunnyvale, CA

* Translated client build-outs by configuring network gear that ran customer’s web presence.
* Installed, troubleshot, and supported all enterprise-based servers in a fast-paced, team-based environment.
* Remotely configured client data center server stacks per requirements.

**EDUCATION**

**Bachelor of Science in Computer Information Systems** October 2000  
DeVry University Phoenix, AZ   
President’s List / Dean’s List / Magna Cum Laude  
Sigma Beta Delta Honor Society, Member