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|  | C:\Users\Derek\Downloads\1369023115_monotone_email.pngC:\Users\Derek\Downloads\1369023120_phone.png John Grillo  grillojohn@gmail.com (503) 319-3270    Hillsboro, Oregon  [https://github.com/john-grillo](https://github.com/john-grillo%20)  http://www.google.com/mapfiles/marker_white.png |



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|  | **SUMMARY**  Accomplished Systems Engineer and Help Desk Agentwith consistent record of planning and implementing projects. Solid record of establishing relationships with technology and business units.   RELEVANT EXPERIENCE**[CONTRACT] DAT SOLUTIONS – Network Systems Engineer**Tigard, Oregon — January 2019 – April 2019DAT 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 hoursCoordinating 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 analysisAdditionally, technical documentation of critical systems.**Pacifica Beauty – Lead Help Desk**Portland, Oregon — October 2018 – Nov. 2018Business Systems Analyst for Pacifica Beauty make-up company as they transitioned to creating their own in-house IT department. Duties include:• Being in charge of all hardware and software.• Evaluating helpdesk software vendors.• Evaluating new Managed Service Provider.• Equipment purchases.• Manufacturing plant and equipment support.• MAC OSX Configuration & management  **Upward Technology - Systems Technician**Portland, Oregon — March 2018 – August 2018 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. * 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.  **Jr. Developer / Business Analyst, 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. | | |  | **SKILLS**  New Relic [certified]  Troubleshooting  Active Directory  Windows Server  Windows 7/8/10  Windows XP  VirtualBox  MS Office/Excel  MS Exchange  AZURE  MAC OSX  SharePoint  LINUX/UNIX  Office 365  Technical Writing  Money and Confidential info. handling  Continuous learning & development EDUCATION *Ongoing Self-Education and Improvement*  PRESENT  *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 | | | |
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