Steven Grundy

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US Work Authorized - Permanent Resident (Green Card),

**Profile:**

Adaptable & highly resourceful. Skilled in business process development, organization & enhancement.

Proactive results & goal oriented. Good judgment, mature, disciplined. Tolerates ambiguity.

Quick learner of concepts & new technology. Skilled decision maker.

Able to prioritize tasks among many competing requests.

Superior troubleshooting & problem-solving, works in a logical, methodical, multi-tasking manner.

Delivers practical common-sense solutions. Strong interpersonal & soft skills.

Considered persuasive, outgoing, personable, positive. Detailed, accurate & maintains the big picture.

Highly effective interaction with; senior management, technical & non-technical contributors.

Excellent analytical, business practice & process. Proven team player & leadership skills.

Maps business needs to technology. Strong in research & application of best practices.

Low maintenance individual, good humored, delivers exceptional customer service.

Strong follow-up seeing problems through to resolution.

# Summary:

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Manages client expectations, Hands-on technical management (people &process)

Condenses complex technical information & articulates in a succinct manner

Prioritizes multiple tasks & shifts workload based on business need & impact

Microsoft, Solaris**,** Unix, &Linux

Active Directory, LDAP, DNS, WINS, DHCP, TCP/IP, subnets, routers, VPN & Firewalls

Able to follow directions by the project lead or Lead Projects supplying concise clear direction to others

Thrives in a dynamic environment, with short timelines, ambiguities & limited resources

Knowledgeable of SOX, HIPAA, FDA, PCI, GMP, GDPR, & ITIL

# Special Skills:

Works without direct supervision - part of team, directly with customer. Excellent planning, verbal, written

Credible with good presence, presentation & client facing, wears multiple hats

Contributes above & beyond the necessary tasks & duties, Looks beyond the stated cause.

**Employment History:**

**Intel Corp. (through Compucom)**

**Data Services**

**Santa Clara, Ca. May 2020 – Date**

Dock to Rack Installation SLES Suse Linux Enterprise Servers & Windows Servers

Troubleshoot Windows & Linux SLES Suse Linux Enterprise Servers. Raid configuration

Resolve hardware and software issues engaging HP, Supermicro, Dell & Quanta for warranty issues.

Decommission server hardware.

**ICE Consulting Inc. (IT Consulting Company – MSP Managed Service Provider)**

**IT Technical Engineer (FTE) Office 365 Administration**

**Milpitas Ca August 2016 – April 2020**

**Clients: 10X, Abbvie, ASK Media Group, Biotechne (ACD), Cytokinetics, Recoveryone, Sightglass**

On-site & remote support for multiple clients; LiveScience & Technology.

Server & Laptop Build, Image Creation & Maintenance. New User deployment / orientation & training.

Dell Laptop / Desktop, Lenovo, HP & Apple Mac & iPhone, iPad, Bitlocker & Filevault encryption / decryption, Win10, Win 7 & XP & migrations, Office 365 management deployment & migration, Support & Management of G Suite, Symantec SEP, Trend Micro, ESET, Okta Administration, Centrify, Box, Slack. Devolutions Enterprise RDM - Remote Desktop Management, Develop Windows Images. ShoreTel VOIP phone management & support. Liaise with other team members & vendors. SEP deployment & upgrades, Pulse Secure, Fortinet, Open VPN, PingID, Zoom & Zoom Rooms, Cisco Telepresence & WebEx. Jira, Confluence, Apple’s DEP, JAMF Pro, ConnectWise & Service Now (SNOW) Cherwell, Code 42 CrashPlan, CrowdStrike, Azure. Network & Wireless troubleshooting, Domain Whitelisting \ Blacklisting, Firewall & VPN Configuration.

Network Printer installation & Management, Inventory Management

Provided ITIL based incident management, troubleshooting hardware & software issues for both onsite & remote employees. Deskside & Server support, Windows server build, deployment & maintenance. Patching and hardening GPO & permission problem resolution & request fulfillment for: MAC, iPad, iPhone, Windows, Linux – Ubuntu, CentOS, & mobile devices.

Delivered advanced support for multiple enterprise applications including e-mail, calendar scheduling, word processing, spreadsheets, presentations, Internet browsers, Wi-Fi, VPN, firewall, networking, authentication & company specific applications.

Provide services across multiple locations and collaborating remotely with staff in remote locations.

Supporting corporate VOIP phone systems, ShoreTel & RingCentral

Created & managed accounts in Active Directory, Exchange & Office 365

Supported video conferencing systems, Zoom, Cisco Telepresence.

**Tesla Motors –**

**Deskside Support Consultant (contract)**

**Fremont, Ca Jul 2015 – April 2016**

Member of a 12-person team supporting 8,000 + users at the Fremont factory. Windows Server 2012, Exchange 2010.Windows 7, Altiris, SCCM, Service Now, Bitlocker, LAPS, ESET AV, MacBook, iPad, iPhone, Android, AirWatch, HP Laptops Folio, Zbook & Desktops, ShoreTel & Avaya phone support

Office 365, 2013, 2010, CyberArk, Pulse Secure VPN, RSA, Build, deploy install hardware, trouble shoot \ tune systems & software, Support for local & remote users. Fast paced environment.

**Nunes Company – Deskside Support (Short term Contract for Vacation coverage - 6 months)**

**Salinas, CA Jan 2015 – June 2015**

**Industry: Agriculture – Produce Growers – Cooler Operations, under the “Foxy” label**

Increased user productivity by reducing user downtime, configuring & tuning systems. Support for local & remote users, Cisco Meraki Switches - Mobile Device Management - MDM, Windows 8.x 7, XP, Office 365, OneDrive, Dropbox, 0ffice 2013 – 2010, Spiceworks, Lenovo Laptops \ Desktops, Clonezilla, WordPress - intranet design & updates. Office 365 Administration & migration of users, Install network printers, build & configure laptops. Remove Symantec Endpoint SEP – install Forticlient & VPN. Troubleshoot & resolve local & remote issues \ locations looking beyond stated problem. iPhone, iPad support.

**Transcontinental Northern California – Systems Administrator (FTE)**

**Fremont, CA July 2013 – June 2014 24X7x365 environment**

Industry: Commercial Printer of S F Chronicle, China Daily, Metro, Good Times &Safeway newspaper inserts

IT Support for large scale integrated digital commercial printing environment.

Tight contractual printing deadlines. Windows Server 2008 / 2003, Exchange 2010, VMware ESXi 5.5 & 4.1, SUSE 11. Nagios, MS Terminal Services, HP Servers & Blades, HP EVA 4400. Extensive support for Executive staff & 150 local users on XP, Win 7 / 8 & Mac. Spyware Removal, Clonezilla, Exchange & Office 2010, iPad, iPhone, Droid.

**VIVOtech Inc. – Windows Desktop System Administrator**

**Santa Clara, CA June 2011 – Jan 2013 (company declared bankruptcy)**

Near Field Communications (NFC) & credit card terminal manufacturer (PCI Compliance)

User support for 100+ local users & additional remote locations in Asia, Europe & US. VPN Support, Dell hardware - laptops & Desktops. VMware ESXI 4.x & 5, Microsoft Dynamics, Palo Alto Networks, Confluence, Upgrade Symantec Endpoint 11.x to 12.x. Build maintain & support System Images. Maintain Symantec Backup Exec 2010, Attend Data Center, Patch & update Systems, Manage Hosted Exchange, Deployed Outlook 2010 for hosted Exchange. Active Directory. Maintain Cisco VOIP System. Tripwire Deployment. User Training & Deployment, IMACS. Support iPhone, iPads, Droids

**NES Financial Inc. – Windows System Admin with Desktop Responsibilities**

**San Jose, CA – June 2009 – January 2011 24X7 environment**

**Industry: Financial Services**

**VMware ESXi 4.1 & 4.0, vCenter, vSphere, vMotion, Windows 2008 R2 \ 03, MS Terminal Services, Exchange 2007, Barracuda 300, Acronis 10, SQL 2008, MY SQL, Redhat Linux, ShoreTel VOIP phone system, LiveSize Video Conferencing, Microsoft’s SCCM & MDT, Symantec Endpoint Protection – SEP, QuickBooks, Office 2010, 2007, Windows 7, XP, & MAC, VNC, Putty, PowerEdge R710, Dell 1955 & 1855 Blades, Dell PowerVault MD 3000i, EqualLogic PS 6000, iSCSI, WatchGuard x1250e, APC Symetra LX, Powerconnect 3448p, VPN, Dell Laptops & Desktops, iPhone, iPad & other devices, SAS 70**

Fast paced environment, supporting 3 Offices - San Jose, Chicago & Boston. Support small IT Development team (6) &70+ users. Special focus for Treasury & Finance Departments & applications. ShoreTel VOIP System Administration, LifeSize Video Conferencing support. System builds – VMware ESXi with vCenter, Server 08 & Desktops, Software Deployment, User Migration, User Home Directory migration. System documentation. Deploy & upgrade Symantec End Point – (SEP), Vendor negotiation for hardware &software. Implemented Company printer & scanning solution. Heavy user education & training. Train & supervise intern & remote IT contract staff. Anticipate needs – deliver solutions. Configured alternative back-up VPN solution.

**TAOS Mountain, Inc. *TECHNICAL CONSULTANT* – Windows Desktop Administrator (FTE)**

**Server &Desktop Support \ Executive Support**

**Santa Clara, CA - January 2006 – December 2008**

**Supporting TAOS clients - PMC-Sierra (2 years), Corsair Memory, Pelikan Technologies**

**Environment : Windows 2008, 2003/00 Server, VMware, NetApp filer, Nagios, Ghost, Active Directory. Exchange 2003, Blackberry Enterprise Server (BES), XP, Win 2000, WSUS, Spector 360, Trend Antivirus, McAfee, Symantec AV, Outlook, Symantec’s Enterprise Vault, Track-It!, Cisco & SonicWALL VPN, Juniper VPN, Firepass, SolidWorks, Circuit Works, Engineering Department Support, Redhat, HID Access System, System Update & Patching, Shavlik, FDA regulated environment, Sarbanes Oxley – SOX, Telephone system support – VOIP Deployment – Cisco & Avaya, Service Now, ITIL**

Windows Systems Administration - Server & Desktop Builds & patches, Optimization & Support. Active Directory, Server & Desktop Builds using Ghost, Raid, Server & Desktop troubleshooting, Applications support. Ultimate responsibility for Ghost Image Builds for HP Servers, IBM Servers, Lenovo Think Pads & HP Laptops, HP Workstations, VPN remote user support, Engineering & Lab Support, Symantec’s Enterprise Vault, Managing NetBackup & Iron Mountain Offsite inventory, RedHat \ CentOS support

C- Level Executive Support.

# IBM Global Services, *ON-SITE SUPPORT*, San Ramon, CA

# September 03 – August 05 - clients; Nokia, Lam Research, Washington Mutual Bank

Education, Courses &Other

# B.Sc. Computer Science - University of Manchester, Institute of Science & Technology U.K.

# Microsoft, Solaris, Unix, & Linux Courses – Professional Development Courses

**Excellent local Professional References, Willing to travel**