Steven Grundy

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US Work Authorized - Permanent Resident (Green Card),

**Profile:**

Highly resourceful, problem solver. Skilled at process development, enhancement and organization.

Proactive by nature, results and goal oriented. Mature and disciplined. Tolerates ambiguity.

Enthusiastic, quick learner of new technology and concepts. Able to prioritize and make decisions.

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

Delivers practical common sense solutions. Strong interpersonal and soft skills.

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

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

Excellent analytical, business process, system documentation, technical and problem solving

Proven team player with motivational and moral building skills. Extensive business practice knowledge

Strong follow-up, determination, Collaboration, Good judgment, Adaptable to change.

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

Low maintenance individual, good humored, delivers exceptional customer service

# Summary:

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

Condenses complex technical information and articulates in a succinct manner

Prioritizes multiple tasks and shifts workload based on business impact

LDAP, DNS, WINS, DHCP, TCP/IP, subnets, routers

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 and limited resources

# Special Skills:

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

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

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

**Employment History:**

**ICE Consulting Inc. (IT Consulting Company - MSP)**

**Technical Engineer (FTE) Office 365 Administrator**

**Milpitas Ca August 2016 – current**

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

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

User Support, Server & Laptop Builds & Deployment. Dell, Lenovo, HP & Apple Mac & iPhone iPad. Bitlocker, Filevault, Win10, Win 7 & XP & migrations, Office 365 management deployment & migration, Google Suite, Symantec SEP, Trend Micro, Eset, Okta, Centrify, Box, Slack. Devolutions Enterprise RDM- Remote Desktop Management, Develop Windows Images. ShoreTel VOIP phone management and support. Liaise with other team members & vendors. SEP deployment, Pulse Secure, Fortinet, Open VPN, PingID, Zoom & Zoom Rooms, Cisco Telepresence & WebEx. Jira, Confluence, Apple’s DEP, JAMF Pro, ConnectWise & Service Now (SNOW), Code 42 CrashPlan, CrowdStrike, Azure. WDS.

**Tesla Motors - Deskside Support (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 & Desktops, Folio, Zbook, ShoreTel and Avaya phones,

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

**Nunes Company – Deskside Support (Short term 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 downtime, configuring and tuning systems. Support for local and 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 and updates. Office 365 Administration & migration of users, Install network printers, build and configure laptops. Remove Symantec Endpoint SEP – install Forticlient & VPN. Troubleshoot and resolve local and remote issues \ locations looking beyond stated problem. iPhone, iPad support.

**Transcontinental Northern California – Systems Administrator**

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

Industry: Printers of San Francisco Chronicle, China Daily, Metro, Good Times and newspaper inserts

Support for large scale, highly integrated commercial digital print and print manufacturing environment. Tight contractual printing deadlines – where daily penalties can exceed $100,000. Windows Server 2008 / 2003, Exchange 2010, VMware ESXi 5.5 & 4.1, SUSE 11. Nagios, MS Terminal Services, HP Servers and Blades, HP EVA 4400. Extensive support for Executive staff and 150 local users on XP, Win7 / 8. 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) and credit card terminal manufacturer (PCI Compliance)

User support for 100+ local users and additional remote locations in Asia, Europe and 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 and support System Images. Maintain Symantec Backup Exec 2010, Attend Data Center, Patch and 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 Snow Leopard, 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 and Desktops, iPhone, iPad & other devices, SAS 70**

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

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

**Server and 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 and 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 and 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 and Other

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

# Microsoft Courses, Solaris & Linux Courses

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