Brett Johnston

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**Information Technology Administrator**

**Desktop Support**

**Professional Summary:**

Experienced and knowledgeable Information Technology Support Professional seeking to contribute training and acquired skills within a Technical Support Role. Work well independently or in a group setting providing all facets of systems support such as troubleshooting, installation and maintenance. In-depth knowledge and understanding of multiple software packages and operating systems. Skilled in providing Customer and End User support. Able to quickly identify and resolve technical issues and concerns. Excellent Communication and Presentation capabilities.

**Skills:**

Windows 7/10 Active Directory Apache

Linux PERL BASH

Python SCCM Desktop /Server Support

LAN / Network Management Office 365 Customer / Client Support

**Professional Experience:**

IT Contractor Portland, OR Jan. 2015 – Present

* Perform desktop migrations for OS and hardware upgrades.
* Provided Level I & II end-user support for software and hardware issues.
* Troubleshoots any software and hardware problems through debugging, testing, and vendor assistance. Provides recommendations of program changes to correct software problems.
* Assists in the purchasing of new computer equipment and peripherals for a specified location.
* Performs software and hardware inventory.
* Install and perform minor repairs to hardware, software, and peripheral equipment, following design or installation specifications.
* Oversee the daily performance of computer systems.
* Answer users' inquiries regarding computer software and hardware operation and resolve problems.
* Group Policy management, AD updates and modifications.
* Responsible for providing effective technical support within the office.
* Set up equipment for employee use, performing or ensuring proper installation of cable, operating systems, and appropriate software.
* Oversees the daily operations of the local area network. Installs and upgrades Microsoft Windows operating systems including standard business applications and associated peripherals.
* Troubleshoots Desktop Virus and malware issues Maintains a daily backup of all network files. Performs service administration tasks for software and hardware products to ensure manufacturer warranty.

**Maxim Inc.** Hillsboro, OR June 2014 – Sept. 2014

Systems Administrator / Engineer

* Responsible for administration of multiple client sites.
* Deployed and configured Open Texts Exceed on Demand to multiple client sites.
* Implement client migration plan consolidating multiple Linux / Windows deployments into a single Windows workstation.
* Installation and maintenance of multiple software packages in mixed server environment.
* Identified and consolidate multiple server resources in a mixed heterogeneous environment.
* Responsible for system builds and deployments.
* Monitored systems and responded accordingly to issues within mixed environment.
* Maintained and updated UNIX / Linux NIS environment across the WAN.
* Maintained multiple SAMBA servers with NetApp integration.
* Setup and administered multiple Postfix MTA's in production environment.

**Vesta Corporation** Portland, OR May 2013 – Nov. 2013

Senior Systems Administer

* Upgraded multiple RHEL 5.x servers.
* Installed and configured RHEL Yum repository.
* Upgrade Avaya AVP 5.1 and Experience Portal 6.0 Servers
* Responsible for PCI compliance
* Built customized RPM’s for software installation.
* Responsible for deployment and maintenance of software updates.
* Responsible for setup and maintenance of Netapp / NFS mounts
* Setup and administered multiple Postfix MTA's in production environment.

**Nike Inc.** Beaverton, OR Oct. 2011 – Dec. 2012

Systems Administrator / Engineer

* Member of the Site Operations team, responsible for the nike.com domain.
* Interface with QA, and Development to facilitate development, testing and deployment.
* Responsible for deployment and migration of existing ticketing system to Atlassian Jira.
* Responsible for updating and importing of SSL certs.
* Responsible for writing and updating Apache rewrites and redirects.
* Managed both AWS and Vmware virtual Redhat Linux servers.
* Responsible for Amazon Route 53 DNS entries.
* Managed integrated Jboss and Tomcat Apache servers.
* Responsible for app deployment for both production and QA environments.
* Responsible for creating and updating enterprise Puppet modules.

**Overstock.com** ` Salt Lake City, UT Jan. 2007 – Jan. 2011

Senior Systems Linux Administrator / Engineer

* Responsible for daily operation and maintenance of the production Overstock.com website and domain.
* Responsible for management of the production search cluster for the Overstock.com website
* Responsible for management of production Coherence for the Overstock.com website.
* Responsible for creating and implementing migration plan for the production search cluster on the Overstock.com website.
* Responsible for RPM package creation, maintenance and deployment.
* Responsible for administration and deployment to Overstock’s cloud environment running a mix of VMWare and Xen Server.
* Designed, implemented and deployed 50+ node search cluster and migrated Overstock.com from Endeca to Mercado CSN.
* Designed and programmed a PERL based program to index the Overstock database, create the index and update it on the production search cluster daily.
* Managed the Overstock.com CVS code repository.
* Created and updated the Cf Engine configuration production modules.
* Deployed and administered Splunk, both in the production and QA environments.

**Information Technology International**  Salt Lake City, UT May, 2005 – Jan. 2007

Systems/Network/Deployment Engineer

* Deployed and configured Microsoft Exchange Server 2003 for email and group ware collaboration
* Extended AD schema and performed updates.
* Responsible for daily backups of Microsoft, Sun Solaris and Redhat Linux servers with Veritas Backup Exec and offsite tape rotation.
* Responsible for build, configuration and deployment of Java web application on both Windows and Linux servers utilizing Apache Web Server 2.x, Apache Tomcat 5.0.28 servlet container, JBOSS Application server 4.x, Apache Jakarta connector 1.2, Oracle 10g, Apache Ant, Apache Maven, BEA JRockit as well as Sun’s JDK.
* Integrated USPS AMS database with ESRI’s ArcGIS/ArcIMS Geo coding server.
* Implemented DMZ zone in the firewall to segregate network traffic.
* Responsible for administration of Perforce VCS server.
* Responsible for maintaining Maven repository and build environment and servers.

**IBM Global Services** Phoenix, AZ Nov. 2004 – May 2005

Contractor / OS Websphere Transition Engineer

* Member of the engineering team responsible for build out of Sun Solaris, Windows Server and Redhat Enterprise Linux server on Dell, HP, Compaq and Sun Sunfire Enterprise hardware.
* Engineer and document standard web application and application server OS component builds.
* Engineer and document Operating System deployment process on standard platforms
* Maintain and update engineered solutions.
* Provide solutions to OS build team in server builds.
* Provide support to SA teams to resolve Operating System performance and availability issues when requested.
* Responsible for technical escalations from Team and Tech lead.
* Responsible for scripting and implementing build out, RPM and kernel upgrade scripts.
* Responsible for guiding projects through the Websphere development and testing environments and into Production.

**Education**:

University of Utah Salt Lake City, UT