Mark Mcknight

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**Education**:

* Associate of Arts Degree, West Los Angeles Community College, Culver City, CA
* Computer Learning Center
* Certifications:
* Dell Hardware PowerEdge 2950
* Dell Laptop Latitude Hardware Certification
* Summary:
* Over several years of experience working as a System Engineer.
* Provide global support for client’s remote infrastructure at mine sites; Interact with vendors, services providers, and other contractors to troubleshoot and effectively remediate issues related to infrastructure.
* Experienced in Microsoft Deployment Tools imaging, Ghost Enterprise Server, Microsoft Windows 7 and 10, Microsoft Office Suite 2010 and 2013. Providing support for mobile devices, and tablets.
* Utilized VMware Vcenter to maintain VM infrastructure along with VMware Horizon 7 for VDI add, moves, changes to accounts. Update and maintain Operational Procedure Manuals related to servers, data backup, disaster recovery, and overall infrastructure architecture diagrams.
* Responsible for all IT vendor, asset, and project management. Provide technical support to staff in hardware and software related issues, including the Microsoft Office Suite (Word, Excel, PowerPoint, Outlook), Maintain the Virtual Infrastructure of servers and desktops. Responsible for securing and maintaining proper software licenses.
* Supported Windows server infrastructure 2003R2, 2008r2, 2012, and 2016. Exchange 2010, 2013, 2016, and O365.

**Professional Experience:**

**Prosphere.com April 2020 – June 2020**

**IT Manager**

* Managed two direct reports of the help desk that supported 400 end users in a Windows environment.
* Co Managed with third party project manager the migration from Microsoft Dynamics to MS cloud Business Suites.
* Responsible for providing weekly, monthly, and quarterly reports directly to the COO.
* Respond to and work on requests for service and incidents utilizing the company ticketing system. Document all work performed within the requests.
* Installation, configuration, and support of Microsoft Office 365 on various customer platforms.
* Provide phone and remote troubleshooting support.
* Maintained and administered Microsoft products such as Windows 2003, 2008, 2012r2, Azure, OS Active Directory, System Center Configuration Manager, WSUS. Office 365, Exchange, Sharepoint, and Teams.
* Administration of applications within the Office 365 suite.
* Responsible for efficiently managing the relationship with customers while accurately documenting ticket activity, details, and outcomes.
* Communicate with corporate customers via telephone, written correspondence, and electronic services for technically complex problems.
* Ensure accurate and timely resolution for assigned issues.
* Provide front-line administration and end user support for multiple external customers. Recognize trends and reoccurring problems.
* Participate in migration project ftom 8\*8 migration to Microsoft Teams.

**Hexaware/Freddie Mac February 2020 – April 2020**

**IT Consultant/Windows Administrator**

**Utilized and performed the following task:**

* Managed VMWare vCenter, Windows Sever and Active Directory including Local and Group Policy, Security hardening and remediation
* Performed PowerShell scripting
* Managed Exchange, SharePoint, office 365, Certificate Services, and other related technologies.
* Advanced Knowledge of Microsoft Active Directory and Group Policy Management
* PKI and Certificate Services knowledge
* Excellent time management skills and ability to balance multiple priorities
* Managed network interfaces, cabling and components (TCP/IP, DHCP, DNS)
* Managed Windows Servers 2008, 2012 R2 and 2016
* PerformedWindows Server hardware and software problem determination, capacity planning, and root cause analysis
* Utilized Service Now as a help desk too and Kanban for managing projects in a Devops environement.
* Utilized SCCM and SCOM

**Experis/Microsoft April 2019 – July 2019**

**System Engineer**

* Respond to and work on requests for service and incidents utilizing the company ticketing system. Document all work performed within the requests.
* Installation, configuration, and support of Microsoft Office 365 on various customer platforms.
* Provide phone and remote troubleshooting support.
* Maintained and administer Microsoft products such as Windows 2003, 2008, 2012r2, Azure, OS Active Directory, System Center Configuration Manager, WSUS. Office 365, Exchange, Sharepoint, Teams,Power BI, and Skype for Business.
* Administration of applications within the Office 365 suite.
* Responsible for efficiently managing the relationship with customers while accurately documenting ticket activity, details, and outcomes.
* Communicate with corporate customers via telephone, written correspondence, and electronic services for technically complex problems.
* Ensure accurate and timely resolution for assigned issues.
* Provide front-line administrator and end user support for multiple customers. Recognize trends and reoccurring problems.
* Collaborate with other engineers to find solutions. (Including Support Engineers at different levels and technology areas).
* Report software bugs and customer suggestions to management.
* Initiate shift to shift hand-off of open service requests as needed to facilitate ongoing customer support within teams/shifts.
* Other duties as assigned by management. Tools used: Onenote, Yammer, Teams, Rave ticketing system in a devops environment.

**Sogeti USA August 2018 – December 2018**

**Systems Administrator**

* Maintained and administer Microsoft products such as Exchange 2016, O365 Exchange in cloud, Windows 2003, 2008, 2012r2 OS Active Directory, and Azure, System Center Configuration Manager, WSUS, SCOM, Office365, Azure; Oracle One Click,SSO, Okta.
* Utilized VMware Vspeher, Vcenter,and NSX to maintain VM infrastructure along with VMware Horizon 7 for VDI add, moves, changes to accounts. Update and maintain Operational Procedure Manuals related to servers, data backup, disaster recovery, and overall infrastructure architecture diagrams. Managed projects utilizing Agile Scrum.
* Provide global support for client’s remote infrastructure at mine sites; Interact with vendors, services providers, and other contractors to troubleshoot and effectively remediate issues related to infrastructure.
* Service Now ticketing system. Under the leadership of Agile Scrum project manager, we worked on deployment projects and Exchange migration support projects.

**Clark County Board of Elections, Las Vegas, NV April 2018 – Jun 2018**

**Technical Deployment Engineer**

* Installing and configuring County standard Hardware and Software (Dell Optiplex and Latitude)
* Miraki WIFI, Skylus, Cal amps, and other point to point solutions for primary and general elections.
* Microsoft Deployment Tools imaging, Ghost Enterprise Server, Microsoft Windows 7 and 10, Microsoft Office Suite 2010 and 2013. Providing support for mobile devices, and tablets.
* Microsoft Windows Administration, Intermediate level Network Infrastructure, troubleshooting technologies. Working under deadlines, Team participation, Documentation of technical procedures.
* Asset tracking and inventory management, Providing end user technical and phone support.

**Primerica. Las Vegas, NV Feb 2017 – Feb 2018**

**Independent Business Assoc. -District Leader**

* Establishing and maintaining healthy and sustainable processes to recruit, develop and train Independent representatives.
* Providing technical training. Supported LSM systems for insurance testing and training.
* Focusing on Social Media apps and Windows based applications
* to be utilized in prospecting and developing efficient effective technics to help create and generate business.

**Stateside Associates, Inc., Washington D.C Mar 2016 – Jan 2017**

**Director of IT/Infrastructure Manager**

* Supporting end users and executive staff. Monitoring and performing backups with Unitrends.
* Managed the Windows 2008,2012, and 2016 servers via Active Directory, Exchange 2013, O365, Power Shell, WSUS, SCCM, Azure, creating and maintain GPO’s, and VMware Technologies.
* Responsible for maintenance of VOIP phone system in the main office and mobile devices.
* Responsible for all IT vendor, asset, and project management. Provide technical support to staff in hardware and software related issues, including the Microsoft Office Suite (Word, Excel, PowerPoint, Outlook), Maintain the Virtual Infrastructure of servers and desktops. Responsible for securing and maintaining proper software licenses.
* Assist in the training of new and existing staff in the use of software packages. Provided support Single Sign on applications.
* Develop organizational specifications for hardware and software procurement. Manage outside vendors and service contracts. Utilized Connectwise to log billable hours for clients.

**Fourfront Consulting, Atlanta, Dunwoody, and Alpharetta, GA Dec 2015 – Mar 2016**

**Desktop/System Administrator**

* Windows 2003, 2008,2012,2016 Server Management, Exchange 2010 and 2013 as well as Desktop Support. Utilizing Rapid Fire Network and Security Assessment Tool. Deployed security patches utilizing Manage Engine. Trendmicro, Dell Encryption (DDP), Multi factor authentication, third party applications utilizing Active Directory, Cert Publisher, WSUS, SCCM, Okta SSO, Manage Engine, Okta and Nagios XI.
* Implemented Infogenesis (POS) system.
* Created required Spreadsheet and coordinated with department managers to schedule deployments. Tools: Sharepoint, MS Project, Excel, and Autodesk.

**Slait Consulting-George Mason University, Vienna, VA Aug 2015 – Nov 2015**

**Windows System Administrator**

* Managing Windows 2003, 2008R2, 2012 servers. Monitoring and creating backups using MS Backup utility. Managing WSUS and Cert publisher, and SCCM. Managing Hyper-V VM’s. Managed and administered Exchange 2013.
* Managing and monitoring the network utilizing Windows Sysinternals Process Monitor, Nagios XI. Utilizing Active Directory to perform Add, Moves, and Changes. Utilizing Group Policy. Providing level 2 technical support to end user as requested. Implemented Spiceworks ticketing system.

**US Wired, Santa Clara, CA Jan 2015 – Apr 2015**

**Systems Engineer**

* External customer facing position that provides
* technical support to a client across the bay area. The client environments vary from MAC to Windows Active Directory/LDAP, Okta SSO, ADFS networks. We provided support for network environments that consist of MAC, Windows, Windows 7, XP, Linux, Citrix, as well as data centers providing rack/mount/build support.
* Tools: Bomgar, RDP, Citrix, Airwatch Mobile Device Mgmt. Administration, Trendmicro Enterprise Solutions, VMware 5.5, Windows 2003, 2008, 2012. Managed and administered Exchange 2010 and 2013 for various clients.
* Exchange 2013 Office 365 in the cloud, Azure, Backup solutions: Veritas Backup Exec, EMC Mozy, Zetta, Cisco Catalyst 2960’s switches, Connectwise, and Autodesk.

**Renesas/Menlo Technologies, San Francisco Bay Area; CA Nov 2013 – Dec 2014**

**IT Vendor Manager/Infrastructure Manager**

* Windows 2003, 2008 R2, 2012 Active Directory/LDAP, and ADFS administration, Okta SSO, Exchange 2013 and Office365/Exchange in the cloud administration, Azure,. Setting GPO policy, Management of on premise Trendmicro, VMwareESX 5.5, SQL, Powershell, PKI Cert Authority, and DHCP server(s).
* Also utilizing Nagios as server monitor tool, and Airwatch for MDM and administration. Providing support for Okta, and SSO applications. Front line liaison and point of communication for hosted servers.
* Management of various IT vendors. Project Management: Tools used: Sharepoint, Apache, Nagios, Solarwinds, Xendesk, Excel, and other MS applications. Red Hat Linux and Fedora Core

**Independent IT Consultant, San Jose, CA Feb 2012 – Jul 2013**

* Independent Contracts- Talari Networks, Epicor, DWMorgan, Elan, Sybase, Spherion/Webcor, Compucom, Foundation Financial, and Ventureforth, Bluehelpdesk.com, Foundation Financial. Providing technical and infrastructure support to the Executive and sales staff.

**Extreme Networks. and Fitzhugh Financial, Spherion/Webcor Mar 2011 – Dec 2011**

**Lead Technician**

**Dole/Smartsource.- Monterey, CA Sep 2010 – Mar 2011**

**Sr. Field Technician Team Lead**

* Diadexus – South San Francisco, CA Jun 2010 – Sep 2010
* Desk Side Administrator
* Bloomenergy.com, Comet USA, Agilent –San Jose, CA Dec 2009 – Jun 2010
* Windows Administrator/Desktop Support