Devin B. Harrell

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**Summary**

IT specialist with experience as a network administrator, server administration, and managed services in general from small business, to enterprise level.

***Core Competencies/Specialties***:

|  |  |
| --- | --- |
|  | * Peplink |
| * Cloud & traditional network administration | * Divergent Thinker |
| * Windows Server Administration | * Pragmatic |
| * Airwatch/WorkSpaceOne | * Strong written and verbal communication skills |
| * Kaseya | * High adaptability |
| * System Administration | * Strong mettle under pressure |

**Experience**

GRUBHUB INC, Chicago, IL 2019 – 2021

**Network Administrator**

Managed a cloud network that utilized peplink hardware and software across over 300 routers and 1500+ devices for Grubhub Ultimate. Beyond diagnosing and troubleshooting the hardware itself, this involved investigating complex problems that impacted the network, and providing solutions that greatly improved performance.

* Cooperated with software engineers to identify issues with software that were impacting network performance
* Vastly improved and salvaged many relationships with clients after troubleshooting their hardware and network issues.

ONSHORE SECURITY, Chicago, IL 2016 – 2019

**Network Analyst**

Managed services provider whose base duties involved network monitoring, L1 troubleshooting, and escalation to network engineers when necessary.

* Regularly did consultation for various clients providing services ranging from replacing/upgrading servers, network equipment, Active Directory, Exchange, VMWare, Citrix, JAMF Pro, end user hardware, etc.
* Worked with network engineers to configure cisco based switches, and assist with installs.

PRODIGY HOLDINGS Chicago, IL 2016– 2016

**Apprentice**

Member of a small business re-selling a line of supplements across the nation

* Daily Operations included overseeing sales, customer service, inventory, working with vendors, and administration

BIG BROWN BOX INC, Chicago, IL 2013-2016

**Senior Sales Associate**

Senior staff at a chain of USP Stores

* Shipped objects worth six figures from auctions regularly
* Took on managerial duties when necessary

**Education**

**Bachelor of Science**, Computer Science, ROOSEVELT UNIVERSITY, Chicago, IL – Expected 2022