Gerald Garrett

**Confident Security, Facilities, and IT professional seeking a permanent position with a highly respected tech company.**

8006 Burrell Dr.

Austin, TX 78757 [jaygar65@gmail.com](mailto:jaygar65@gmail.com) 512-434-9055

Authorized to work in the US for any employer

# Work Experience

## Security, Facilities and HSE Manager

Gemalto - MIDS - Fort Wayne, IN December 2018 January 2020

* Site Security - Access Control System administrator, managing staff, client and vendor site badge access. Point of contact for all site security issues, new hires, clients and vendors. Investigate, document and remediate security issues. First responder for alarms, power outages, Data center outages and HVAC issues. Administration of CCTV system, cameras and recordings. Point of contact for NASPO audits and CFIUS documentation. Conduct new hire and yearly staff safety awareness trainings.
* Facilities - Perform invoicing and inventory procedures in ERP. Contact and source vendors for scheduled maintenance and repairs. Use of extensions ladders, cherry pickers and forklifts.
* Health Safety Environmental - Point of contact for onsite injuries and transported injured staff to Minor emergency locations. Investigate unsafe conditions and offer solutions for remediation to site manager. Oversaw recycling initiative.
* Production – Responsible for inventory of all card bodies and consumables. Liaise with Production Manager concerning shipment arrivals. Conduct monthly inventory of all card bodies and consumables; submit totals to Production Manager. Assist production crew with shipping and transportation of finished products. As an additional security measure defined alternate routes when transporting finished products to post office.
* HR – Assist local and remote HR reps with employee onboarding and termination processes. Report staff conflicts/incidents to Site Manager.
* IT - Manage USB and internet access on all production systems. Point of contact for production PC system related issues and assisted remote Data Center administrators with server configuration and issue remediation when "hands on" support was required.

## Security & Facilities Coordinator

Gemalto - Austin, TX

August 2014 to December 2018

* Site Security - Manage office and secure zone access for 300+ users at multiple sites via Access Control Servers. Conduct new hire security awareness trainings. Administration of Access Control Server, network, badge readers, CCTV system and IP cameras. Run CAT5 for CCTV, badge readers and motion sensors. Respond to access issues and violations. First responder for after-hours alarms and server room issues. Investigate and document all security related incidents, report findings and offer recommendations for remediation. Assisted Site Security Officer with preparation for and participated in ISO 27001 audits.
* Badges - Supported multiple North American sites with badge deployment and replacement, in addition to PKI certificate issuance.
* Facilities – Manage maintenance issues with property management company, track and verify resolutions. Source and manage 3rd party vendors for work outside scope of building management. Actively worked with Project Manager on site additions and renovations. Managed logistics, scheduling, shipments while interfacing with vendors and contractors.

## IT Site Manager

Gemalto - Austin, TX

August 2008 to August 2014

* Systems Administration - Commission/decommission, managed, break/fix and maintain Windows and Linux based servers and workstations. Manage departmental and personal shares through Active directory. Assist corporate IT Admins with Web-sphere, Anti-virus, WSUS, Proxy and VPN server issues and management.
* Server backups - Commissioned and managed backup servers using Symantec Enterprise products. Verified/investigated backup jobs. Managed tape library, offsite storage and rotation. Mentored IT Managers from other sites with their backups. Performed disaster recovery exercises each year.
* Network Administration - Commission/Decommission rack and cable Cisco switches/routers/firewalls and manage multiple LAN networks. Manage Cisco and Aruba wireless networks.
* Support and mentor onsite and remote service desk staff for tech support and PKI issues.
* Deployed CentOS based servers for housing R&D repositories.

## Deskside Support Specialist

Gemalto - Austin, TX

May 2007 to August 2008

* Imaged laptops and PCs with corporate image via Acronis or Ghost and configure for user.
* Perform IMAC, resolved user’s' break/fix issues efficiently with regards to hardware, networking, PBX and IP phones, WINXP/7/8 MS Office suite, Adobe, VPN. Configure corporate email access via user’s Android and iOS smart phones.
* Supported local and remote populations of 500+ via Deskside, email, phone and remote access tools.
* Supported and maintained multiple networked Canon and Toshiba Multi-function Printers and print ques.

**Engineering Technician II** Advanced Micro Devices - Austin, TX May 2004 to November 2006

* Built prototype laptops, gaming systems and servers based on AMD's first dual-core and multi-core processors using AMD and 3rd party hardware.
* Supported engineering teams with BIOS, firmware and hardware change orders.
* Use of soldering tools and multimeters.
* Installed current and Alpha versions of Microsoft operating systems, Linux, latest software, utilities, games, and conducted performance and benchmark testing.
* Supported marketing teams at demonstrations, Microsoft events and Gaming Tournaments.

**Deskside Support Specialist** Advanced Micro Devices - Austin, TX April 2002 to May 2004

* Provide prompt and efficient technical support to all levels of users, 300+
* IMAC Active Directory and Exchange accounts and onboard new employees.
* Assemble, image, triage, test desktops and laptops.
* Manage, track inventory and ownership of IT assets in database.

# Education

## Goal oriented and self-motivated.  Most of my Security, Facility, HSE and IT skills have been self-taught.

## Degree in Music Performance.

Temple Junior College - Temple, TX September 1984 to December 1987

## High school diploma

Georgetown High School - Georgetown, TX September 1980 to June 1984

# Certifications and Licenses

## CompTIA A+

2001

## CompTIA Network+

2002

## NASPO

November 2018