**Brad Adriaan Stolk**

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**Skills:**

* Domain Administration: Active Directory, DFS/DFSR, GPO, WSUS, SCCM.
* System Administration: Office 365 (Exchange, SharePoint, Skype), Exchange server (2013), PowerShell, AWS (S3, IAM), VOIP (RingCentral, 3CX), Antivirus servers (Avast, Kaspersky, ESET), FTP servers (FileZilla, WingFTP), Encryption (Bitlocker, DESlock, S/MIME), backup systems (CloudBerry, MS DPM), server monitoring (Nagios).
* Network Administration: Routers/Firewalls (Cisco Meraki, Pepwave, pfSense, IPCop), switches (Netgear, Cisco), WiFi (Ubiquity, Aruba), VPN (OpenVPN, Duo Mobile 2FA, PepVPN), network monitoring (PRTG, SmokePing), general network technologies (TCP/IP, DNS/DDNS, DHCP, HTTPS/SSL, etc.), light Cisco/Juno CLI.
* Virtualization: AWS, Hyper-V, VMware (vSphere, Workstation), VirtualBox.
* Operating Systems: Windows Server (2000 - 2016), Windows (XP - 10), Linux (Ubuntu, Debian).
* Other: Network attached storage, surveillance systems/hardware, Android/iPhone, Chromebooks, Office (2010 - 2016), desktop/laptop/server hardware.
* Soft skills: User education/training, excellent written communications, contract/service negotiations, customer service, and sales.

**Education:**

**ITT Technical Institute**. Portland, OR

Associates of Applied Science in Computer Network Systems 10/2005

Junos Switching Bootcamp 6/2012

**Work Experience:**

**Jonckers Translation & Engineering.** Redmond/Lynnwood, WA 4/2013 – 4/2019

**U.S. ICT Administrator**

* Managed domain controllers, file servers, print servers, Hyper-V, and Exchange.
* Managed domain structure, permission/group structure, and user/computer accounts.
* Managed antivirus system, cloud backup system, and high-volume FTP servers.
* Managed routers, switches, VPN servers, SSL, S/MIME, and 2FA systems.
* Managed VOIP system, mobile phones (iOS/Android), conference solutions, and audio/projector equipment.
* Responded to security concerns (network intrusion, stolen hardware, phishing attempts, etc.).
* Collaborated with international team (BE/CZ/CN/VN) of ICT administrators/developers regarding various technological projects and issues.
* Onboarded new users – hardware/software, domain/email, and introduction to ICT policies/systems.
* Provided support and training to in-office, remote, and international users, as well as vendors and contractors for hardware, software, network, and other related items. Also provided offsite support for conferences, trade shows, and investor meetings.
* Offboarded leaving users – deactivation of accounts, email/document backup, and asset recovery.
* Evaluated and purchased hardware, software, wireless, and other services (ISP, security, etc.).
* Managed hardware and software key inventory.
* Repaired and tested server, desktop, laptop, and printer systems.
* Handled special projects as required – Created and managed cloud infrastructure (servers, terminals, 2FA VPNs) for secure projects. Transitioned from local AD/Exchange to hybrid O365 environment. Created domain infrastructure in AWS for international branch offices. Established offices in Denver, San Mateo, and Lynnwood. Transitioned knowledgebase from forum/document system to wiki.

**Independent Contractor.** Puget Sound area, WA 10/2010 – 4/2013

**Clients: General Public, Volt, Go2IT Group, Collabera, PC Mobile**

* Provided general hardware/software support and training to low income and senior clients.
* Deployed computers, servers, printers and related peripherals.
* Provided data backup/restoration and desktop/server re-imaging services.
* Performed order processing/review, inventory organization, and management.

**Snoqualmie Casino.** Snoqualmie, WA 4/2011 - 6/2012

**PC & LAN Technician**

* Managed network equipment, servers, printers, desktops, laptops, and point of sale systems.
* Provided support and training to users for hardware, software, network, and other related systems.
* Managed and provided support for Android and iOS devices.
* Tracked assets (servers, computers, network equipment) and department inventory.
* Coordinated with other departments regarding special projects and interdepartmental issues.
* Handled special projects as required – Establishing image and imaging method for servers, desktops, and laptops. Managed FTP server. Transitioned knowledgebase and ticketing system from email/documents to SharePoint. Trained users on SharePoint. Created network infrastructure diagram of entire casino and surrounding grounds.

**Comcast Cable.** Fife/Lynnwood, WA 12/2006 - 6/2009

**Business Repair Representative / Advanced Services Representative**

* Assisted business class customers with Internet, phone, and email issues.
* Managed nationwide system of telephony switches and CPE routers.
* Provided technical support to residential customers for internet, phone, and video issues.
* Assisted residential customers with billing, sales inquiries, and account changes/corrections.
* Setup and maintained office computer lab used by other repair agents for troubleshooting/research. Was responsible for keeping computers/software up to date and fielding issues from other agents.
* Served as an assistant trainer for new hire agents.

**Down Home Telephone.** Belhaven, NC 5/2006 - 11/2006

**Customer Service Representative**

* Provided technical support for problems related to dial-up, cable, and DSL internet services.
* Answered inbound customer calls regarding services offered.
* Documented and drafted training manuals for company procedures, internal systems/software, and customer troubleshooting methods/practices.
* Built computer systems and handled software installation for company systems.
* Handled special projects as assigned – Provided technical and order support to Canadian satellite customers. Investigated unjustifiable local electrical prices in relation to possible corruption.

**H&R Block.** Portland, OR 10/2005 - 3/2006

**Field Service Technician**

* Deployed servers, workstations, network components, and printers to offices around western Oregon.
* Performed large scale imaging of server and workstation systems.
* Handled network backup and restoration of tax data and server software.
* Provided on-site and phone-based support for servers, workstations, printers, network issues, and software.