

Michael A. Moore

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Objective

Experienced System Administrator with a demonstrated history of working in the computer software industry. Skilled in Mac, Windows and Linux with an emphasis on cloud architecture and security. Looking to bring value and excellence to your organization.

Education

ASSOCIATES OF SCIENCE | MAY 2023 | SALT LAKE COMMUNITY COLLEGE

- Major: Computer Science and Information Systems
- Minor: Network & Cyber Security | Linux Administration | Web Development
- Related coursework: Completed SLCC's Cyber Security Bootcamp

HIGH SCHOOL DIPLOMA | JUNE 2009 | SOUTHWEST HIGH SCHOOL, SAN ANTONIO, TX

Certifications

MTA: DB FUNDAMENTALS – CERTIFIED 2021

AWS CLOUD PRACTICIONER – SITTING FOR TEST IN NOVEMBER

Experience

JUNIOR SYSTEM ADMINISTRATOR | GOREACT | MARCH 2022 TO OCTOBER 2022

As the Junior System Administrator for GoReact, I managed the entire IT department. Administered mainly MacOS devices alongside Windows devices. Delivered IT infrastructure through code.

- Equipment setup, configuration, and management via automated tools.
- Manage Gitlab Instance for production environment.
- Created Documentation for all missing IT procedures.
- User management via G-Suite, office productivity via Office365, phone services with RingCentral.

Tools Used: Git, Linux, Python, NGINX. OVPN, JIRA, Zoom, Slack, Office365 Admin, Google Workspace, Google Cloud, Jumpcloud, API's, Apple MDM, GoPhish, Docker, Gitlab, Ubiquiti, Munki, FOG, AWS (EC2, S3, Block Storage), Terraform, Puppet.

ENTERPRISE SUPPORT ENGINEER | MASTERCONTROL | MARCH 2021 – MARCH 2022

As a TSE for MasterControl, we supported and resolved MasterControl customers issues through email and phone in a timely manner, and to a high level of customer satisfaction. Managed an active caseload of 50 to 80 issues at one time.

- Used Knowledge base documentation to learn proprietary documentation QMS software
- Query and understand Microsoft SQL. Ran updates and commits in environment after research and approval.
- Documented and assessed new defects efficiently for ETD team

Tools Used: ServiceNow, Windows Server, Windows Remote Desktop, WebEx, Microsoft SQL, Office 365, Tomcat, Apache, Okta, Grafana, Uptrends, Zoom

IT SUPPORT ASSOCIATE II | AMAZON.COM | SEPTEMBER 2020 – MARCH 2021

Picked up more direct IT skills as an L3 for the SLC1 Fulfillment Center. I was responsible for supporting and maintaining all IT owned gear within the Fulfillment Center. With issues arising from a ticket que and in person, we were responsible for maintaining priority of cases and proper documentation of issues. Other responsibilities included daily audits, assisting engineers run change managements, and helping mentor and train the best IT team on the planet. Projects maintained: IT equipment upgrades, server and switch upgrades.

ENTERPRISE SUPPORT ENGINEER | MASTERCONTROL | SEPTEMBER 2019– JULY 2020

Please see above experience with same title. Position was terminated due to Covid-19 restructuring.

TECHNICAL SUPPORT ENGINEER II | NOVARAD | AUGUST 2018– SEPTEMBER 2019

As a TSE II for Novarad, we assisted and maintained servers and the radiology application for clinics across the globe. One night on call, helped an individual upload a patient's x-rays so they didn't need open heart surgery in a third world country. Managed an active caseload of 15 to 20 issues at one time.

- Use a variety of Windows systems & virtual environments to manage radiology departments.
- Used Bash scripts to sort image folders on server to look for errors
- Worked in PostgreSQL to query troubleshoot issues with serialization of images.
- Worked on Call to diagnose issues as part of after-hours support 1 week a month.

Tools Used: PostgreSQL, Microsoft CRM, Wireshark, Windows Server, Active Directory, Icinga

HELPDESK SPECIALIST, CORPORATE IT | YARDI | NOVEMBER 2017– JULY 2018

Responding to requests for technical assistance in person, via phone, or electronically. Updated and created new inventory control process for office.

- Provided extensive networking and firsthand support to resolve PC issues.
- Managed inventory control and new hire station builds.
- Logged all issues in KACE ticketing system

Tools used: Active Directory, Linux, ICINGA, Windows Office Admin, KACE