CHRISTOPHER G. PIKE

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SUMMARY

Educated and motivated network & system administrator, quick to take on new projects and learn more about technology. Consistently learning and taking on-line courses, whether through webinars or on-line colleges to further my knowledge. Excellent interpersonal as well as communication skills and enjoys a high pressure team environment.

TECHNICAL SKILLS

Hardware: Advanced hardware repair, data recovery, extensive experience mapping, developing and installing LAN and WLAN networks. Enterasys, Adtran, Cisco, Dell, HP switch experience, deployment of mobile labs utilizing, PC, Android, and Apple iOs, Barracuda Spam Appliance, Cyberoam Firewall, Arcmail, Mimecast, Extensive Dell SonicWALL experience (Firewall, Email Security, SRA, Aventail, GMS\Analyzer). Extensive Wireless maintenance and configuration experience, Meraki, Aruba, HP, SonicWall, Ubiquiti.

Operating Systems: Windows 98 through Windows 10, Macintosh OS; Linux RedHat\Debian; Windows Server 2000 through 2019; Android; iOS; Chrome OS

Applications: VMware ESXI; Microsoft Office Suite; Landesk Management Suite; Symantec Anti-Virus, GFI Managed Anti-Virus, Vipre Anti-Virus, TrendMicro Anti-Virus; Microsoft System Center 2012; Microsoft Virtual Server; Microsoft Exchange 2003, Exchange 2007 – 2016, Office 365; Microsoft Skype for Business; GFI Mail Essentials; GFI MAX management; Tigerpaw CRM; Dell Vranger Replication, Dell AppAssure, Carbonite, Axcient Backups; Meraki MDM, Airwatch MDM; SQL Server Maintenance, AEM, AutoTask, DATo, Webroot, RapidRecovery, ShadowProtect, Cisco Umbrella, Azure

Programming: Java, JavaScript, HTML, CSS, PowerShell, C#, AppleScript

Adrenaline, Portsmouth, New Hampshire   June 2018 – Present
www.AdrenalineAgency.com
Network & Systems Engineer
- Administration and management of Information Systems in a mixed Windows & Apple Environment
- Management of Network and Server Infrastructure

Neoscope, Portsmouth, New Hampshire   June 2018 – August 2018
www.neoscopeit.com
Systems & Network Engineer
- Working with clients to develop, and implement a multi-year technology plan
- Deploying new infrastructure to replace and\or augment existing, while accommodating technology plan
- Working closely with the CISO to ensure clients are following security practices and within their regulations
- Monitoring Server, Network, and Desktop infrastructure to ensure uptime for clients.
- Working with Cisco ASA & Switch equipment
- Configuration and deployment of DATO appliances
- Configuration and deployment of SonicWall Firewall and appliances
- Maintaining and deploying Mimecast email solutions
- Support and deploy of enterprise anti-virus
- Support and Maintenance of Enterprise backup solutions

NewGround International, Chesterfield, Missouri   May 2016 – June 2018
www.newground.com
Helpdesk II (Security)
- Administration and management of Information Systems in a mixed Windows & Apple environment
- Installing, configuring, and maintaining server and network infrastructure
- Support end users on Apple, Windows, Linux operating systems
- Support existing Cisco VOIP systems
- Monitor Server\Network\PC health across worldwide locations
- Provide early morning and after hours support for remote offices in multiple time-zones
- Design and Implement Disaster Recovery procedures
- Design and Implement security policies
- Lead the company through security audits
- Implementation & Management of Windows Deployment Services
- Provide tier 2 helpdesk support
- Implement PowerShell reports and automation
- Supporting Software Development team needs

Back Bay Networks of NH, Dover NH   July 2013 – May 2016
www.bbnnh.com
Information Technology Consultant – Network Administrator assigned to Somersworth School District
- Maintained existing Aruba wireless infrastructure for Somersworth School District
- Management and maintenance of existing VMware infrastructure; including version updates & new feature deployments
- Deployment of Vcenter to manage ESXI hosts
- Provided QOS to ensure Standardized testing was not impacted by day to day network use
- Managed and maintained Axcient backup system for Core Servers across network

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- Management of Windows Update Service server for Microsoft Patches
- Deployment of plugins and other software through Group Policy and SCCM
- Performed regular maintenance on Servers to ensure optimal performance
- Maintained existing firewall for security and usability
- Performed regular maintenance on All network appliances, including but not limited to firewall, spam filter, mail archiver, backup appliance & switches
- Upgraded core switch infrastructure from Legacy hardware to HP ProCurve hardware
- Assisted with creation\upgrade\management of Windows SCCM 2012 Configuration Manager
- Upgraded legacy Domain Controllers to 2012 R2 standard
- Performed emergency maintenance as needed when legacy hardware failed
- Revised Group Policies for efficiency, security, and best practices
- Managed, installed, & deployed Network copiers (Xerox, Konica, Sharp)
- Worked with existing School district staff to improve performance across all systems
- Worked with vendors to maintain existing phone infrastructure and perform repairs as needed
- Removal of legacy XP computers
- Provided support for helpdesk staff in case of escalation on tier 1 tickets and when related to servers & network
- Managed district file servers for data usage and adjusted data allotment as needed
- Worked with District admin staff to ensure any tech concerns were dealt with in a timely and efficient manner

Pittsburgh Networks, Manchester NH   *July 2012 – July 2013*

www.pittsburghnetworks.com

Information Technology Consultant - Systems Engineer
- Designed and installed customers Physical and logical networks.
- Deployed building wide Wireless network infrastructure
- Converted Customers from old Physical hardware to new Virtual environments based on new Dell hardware.
- Managed and Installed ESXI 4.0, 5.0, 5.1 and 5.5
- Managed and Installed Vranger Replication software for ESXI 5.0, 5.1, 5.5
- Managed disaster recovery with ESXI
- Network Management: Router, Switches, Firewalls, Servers, Appliances
- Logically segmented customer networks with to provide QOS for Video and Voice applications
- Server Management: Windows Server 2003, 2008, 2008 R2, SBS 2003, SBS 2008, Server 2012
- Email Support: Exchange 2003, Exchange 2007, Exchange 2010, Exchange 2013, Google Apps for Business, Hosted outlook
- Desktop Support: Windows XP, Windows Vista, Windows 7, Windows 8, Mac OSX, Linux
- Backup and Disaster Recovery with Acronis, Dell-Sonicwall CDP, GFI Managed Online Backup, Windows Backup, Dell Vranger, Dell AppAssure
- Maintained and installed VOIP systems, both online hosted and in-house solutions.
- Migrated users from 2003 Domains to 2008 R2 and\or 2012 domains
- Migrated users on Exchange 2003-2010 to Exchange 2013.
- Extensive use of Group Policy to ease management of computers in remote networks.
- Dell-Sonicwall certified in Security Appliances
- Vmware ESXI certified for VTSP V
- Deployment of cellular signal boosting hardware

- Designed and created Wireless networks for multi-level environments with varying needs.
- Extensive Customer service experience, In person and on the phone to assist with technical needs.
- On call rotation for afterhours support in emergencies.
- Handled all Escalated calls from tier 1 and tier 2 support calls
- Performed site evaluations of potential customers
- Assisted in sales and project development for customers

Rochester School District, Rochester, NH   June 2007 - July 2012
www.rochesterschools.com
Educational District, K-12.
Computer Technician
- Network Management: Routers, switches
- Server Management: Windows 2000, 2003, 2008, Linux OS
- E-Mail Support: Exchange 2003, Google for Education
- Desktop Support: Windows 98,Windows 2000, XP, Vista, 7, Mac OSX, 2000 devices
- Backup and disaster recovery with Symantec backup.
- Administered Active Directory, Exchange 2003, and SQL 2005\2007, including security and backups.
- Developed custom desktop and mobile deployments with Symantec Ghost and Windows Deployment Services. Experienced in gathering user requirements and writing project plans with a strong track record of achieving goals by agreed upon deadline.
- Implemented digital & VoIP phone system.
- Actively involved in the equipment purchasing process, authoring RFPs, district-wide bidding processes & negotiating contracts with key vendors.
- Provided strong vision and leadership when in charge of a projects.
- Work collaboratively with a team of seven and serve 800+district employees with 4000+ end users, throughout the 14 sites within the organization, at all levels.
- Implemented Web HelpDesk system to expedite repairs, increase communications between clients and technicians, and create an asset tracking system.
- Upgraded Active Directory Domain from mixed server 2000 forest, to a 2003\2007 forest.
- Integrated Sonicwall Enhanced Firewall with Active Directory.
- Creation and enforcement of End User Acceptable Use Policies in unison with Federal e-rate policies.