

CHRISTOPHER G. PIKE

72 Hemingway Drive, Apt 45

Rochester NH, 03839

603-733-6047

ChrisGPike@gmail.com

SUMMARY

Educated and motivated network 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 PC repair, data recovery, HP, Dell, IBM and Lenovo server repair, cable repair\creation, install and repairs of LCD projectors, Smartboard & Smoothboard Installation, 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), Aruba Wireless maintenance and configuration.

Operating Systems: Windows 98 through Windows 10, Macintosh OS X; Linux; Windows Server 2000 through 2016; 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, Exchange 2010; Exchange 2013, Office 365; Microsoft Lync; Smart Notebook Suite, Smoothboard; GFI Mail Essentials; GFI MAX management; Tigerpaw CRM; Infinite Campus SIS, PowerSchool SIS, Dell Vrangeer Replication, Dell AppAssure, Carbonite, Axcient Backups; Meraki Mobile Device Management, Airwatch Mobile Device Management

Programming: Java, JavaScript, HTML, CSS, PowerShell

EDUCATION& CERTIFICATIONS

Western Governors University, Salt Lake City, Utah

Studying towards Information Technology Degree, 2012 – 2014

Sonic Wall Certified Security Training, May 2012

CIW Web Design Specialist, January 2012

Plymouth State University, Plymouth, NH

Classes towards Information Technology Degree, 2010 - 2012

New Hampshire Technical Institute, Concord, New Hampshire

Classes towards Information Technology Degree 2007-2009

EXPERIENCE

NewGround International, Chesterfield, Missouri

May 2016 – Present

www.newground.com

Helpdesk II (Security)

- Administration and management of Information Systems in a Windows environment
- Installing, configuring, and maintaining server and network infrastructure
- Support end users on Apple, Windows, Linux operating systems
- Support Cisco VOIP systems
- Monitor Server\Network\PC health across multiple physical locations
- Provide early morning and after hours support for remote offices in other time-zones
- Restructure existing Disaster Recovery procedures
- Restructure existing security policies to bring them into standardization
- Lead the company through security Audits
- Sole technician for Portsmouth, New Hampshire office while providing remote support for Atlanta, Chicago, St. Louis, California, and Canadian offices.

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
- 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

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 Vmware 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 Vmware, 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 after hours 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

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.

CERTIFICATES

Dell PowerEdge August 2013

Dell Kace Technical August 2013

Dell SonicWall Security August 2013

Vmware - VTSP - IV (Infrastructure Virtualization 5) May 2013

Dell - Sonicwall Network Security Basic Administration December 2012

CIW Web Foundations Associate

CIW Web Design Specialist