

# CHRISTOPHER G. PIKE

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## SUMMARY

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Educated and motivated devOps Engineer, quick to take on new projects and learn about advancements in the field. Excellent interpersonal as well as communication skills and enjoys a high-pressure team environment.

## TECHNICAL SKILLS

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**Programming:** PowerShell, .NET Framework, AppleScript, Bash, Python, JavaScript, Java, HTML, CSS

**Hardware:** Support & Installation of Enterprise Hardware (Cisco \ Dell \ HP \ Meraki \ Juniper)

**Applications:** Mimecast, Veeam, Backup Exec, Dynamics CRM, Azure, Office 365 (Exchange Online \ Power Platform), Meraki MDM, SQL Server

## Projects:

### Data Analytics Dashboard for Client Services

*PowerBI, Python, Azure Web Services*

- Established a connection with client service database to facilitate Reporting
- Designed custom Azure Python Web App to present dynamic report to internal team and external Clients

### Client Request Automation

*Power Automate, Sharepoint Online*

- Designed and implemented an automation workflow to facilitate client requests for a custom internal application
- Automation including:
  - Managing requests from external agencies to directly to client
  - Managing approvals\denials\edits to those requests from the client management
  - Managing implementation of those requests to internal service team

### HR Job Tracking, Automation and Onboarding

*PowerShell, Microsoft Power Platform*

- Built a portal for Approval of new Job positions, allowing for various decision points form key staff.
- Allows HR \ Recruitment to keep everyone updated on progress
- Allows HR to notify key departments (Finance \ IT \ Marketing) of new hires
- Automate IT task from hardware Procurement, Software License assignment
- Automate user account creation & security assignment
- Computer Deployments

### HR Organization Change & Offboarding

*PowerShell, Microsoft Power Platform*

- Portal for HR to notify Key Departments on Organizational changes
- Automate offboarding of user accounts, on demand or scheduled as staff changes are needed

### HR Benefits Open Enrollment \ New Hire Enrollments

*SharePoint Online \ Microsoft Power Platform, Cognito Forms*

- Portal for 150+ Staff accounts to:
  - Securely access Benefits Enrollment Information

- Securely submit their Benefits Enrollment selections
- Allow HR to filter and process Benefits Enrollment

### **HR Policy Signing**

*Microsoft Power Platform, SharePoint Online*

- Dashboard allowing HR to assign policies to staff, requiring signature
- Saving signed copies in a HR Document Library and Staff OneDrive

### **Conference Room Booking**

*Power Platform, iOS*

- PowerApp deployed to iOS tablets for checking and booking Conference Rooms

## WORK HISTORY

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Adrenaline, Portsmouth, New Hampshire

November 2019 – Present

[www.AdrenalineAgency.com](http://www.AdrenalineAgency.com)

### DevOps Engineer

*As a DevOps engineer, I am responsible for ensuring continuity and performance of server and network systems as well as development, testing and deployment of internal applications. I am automating system administration tasks as well as developing internal applications to assist in the automation of manual business processes throughout Adrenaline.*

- Maintaining and upgrading Windows & Linux Server and Applications.
- Manage virtual servers in both VMware and azure environments
- Configure and deploy new servers
- Manage internal DNS, DHCP, Active Directory, Deployment and Update services
- Management of corporate data shares.
- Maintain regular server backups
- Management of business archives and data retention
- Designing and Implementing Disaster Recovery Processes
- Diagnose and repair hardware issues
- Implement and maintain secure network access rules and protocols
- Troubleshoot wired and wireless networks of both cisco catalyst and Meraki platforms
- Monitor manage and maintain cloud services.
- Ensure on time update delivery to desktop infrastructure
- Management of cloud VOIP system
- Manage and maintain imaging systems
- Provide point of escalation (tier iii) for support issues
- Assist in and/or plan for infrastructure development.
- Develop, maintain and improve internal applications
- Automation of process delivery, infrastructure reporting and data analytics
- Development of Policies and Tutorials for Information Technology Policies
- Rollout of Dynamics CRM.

Adrenaline, Portsmouth, New Hampshire  
2019

June 2018 – November

[www.AdrenalineAgency.com](http://www.AdrenalineAgency.com)

### Network & Systems Engineer

- Administration and management of Information Systems in a mixed Windows & Apple Environment
- Management of Network and Server Infrastructure
- Facilitated a corporate split between parent company and Adrenaline.
  - Migrating Active Directory accounts to a new Directory
  - Migrating Email between Office Tenants
  - Migrating Mimecast tenants
  - Migrating VOIP services
  - Deploying replacement services for AV \ MDM
  - Migrating client apps from legacy developer to the new infrastructure

### **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*  
2018

May 2016 – June

[www.newground.com](http://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](http://www.bbnnh.com)

### **Information Technology Consultant – Network Administrator assigned to Somersworth School District**

- ☐ Managed Aruba wireless infrastructure K-12 School District
- ☐ Management, Updates and Deployments of Virtual Infrastructure
- ☐ Provided QOS to ensure Standardized testing was not impacted by day to day network use
- ☐ Managed and maintained server and infrastructure backups
- ☐ Management of Windows Update Service Server
- ☐ Deployment of plugins and other software through Group Policy and SCCM
- ☐ Maintenance and implementation of Firewall security policies
- ☐ SCCM 2012 Management and Deployment
- ☐ Managed all Domain Controller Upgrades and Policy Implementation
- ☐ VOIP Maintenance
- ☐ Provided Tier 2 escalation point for helpdesk



**Information Technology Consultant - Systems Engineer**

- ☐ Designed and installed customers Physical and logical networks.
- ☐ Deployed building wide Wireless network infrastructure
- ☐ Migrated customers from legacy Physical servers to virtual
- ☐ Managed and Installed Virtual Hypervisors
- ☐ 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 Vrange, Dell AppAssure
- ☐ Maintained and installed VOIP systems, both online hosted and in-house cisco PBX 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](http://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
- ☐ Implemented a HelpDesk system to expedite repairs
- ☐ Backup and disaster recovery with Symantec backup.
- ☐ Administered Active Directory, Exchange 2003, and SQL 2005\2007, including security and backups.
- ☐ Implemented digital & VoIP phone system.
- ☐ 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.
- ☐ Upgraded Active Directory Domain from mixed server 2000 forest, to a 2003\2007 forest.

- ☐ Creation and enforcement of End User Acceptable Use Policies in unison with Federal e-rate policies.