

# 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.

## 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, DUO, Backblaze

## Projects:

### Data Analytics Dashboard for Client Services

– DevOps Engineer– Adrenaline Agency, LLC

*PowerBI, Python, Azure Web Services*

- Integrated PowerBI Data gateway to allow PowerBI report to access external data source.
- Designed custom Azure Python Web App to present dynamic report to internal team and external Clients

### Client Request Automation

– DevOps Engineer– Adrenaline Agency, LLC

*Power Automate, Sharepoint Online*

- Designed and implemented an automation workflow to allow clients an easy process to request changes to their Digital Media playlists across multiple branches.
- Automation including:
  - Requests from external agencies to directly to client, through company provided System
  - Approvals\denials\edits to those requests from the Clients approval team.
- Implementation of those requests to internal service team

### HR Job Tracking, Automation and Onboarding

– DevOps Engineer– Adrenaline Agency, LLC

*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

– DevOps Engineer– Adrenaline Agency, LLC

*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** – DevOps Engineer– Adrenaline Agency, LLC  
*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** – DevOps Engineer– Adrenaline Agency, LLC  
*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** – DevOps Engineer– Adrenaline Agency, LLC  
*Power Platform, iOS*

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

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## WORK HISTORY

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*Adrenaline, LLC Portsmouth, New Hampshire*  
Present

November 2019 –

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

### DevOps Engineer

- 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

*Adrenaline, Portsmouth, New Hampshire*

June 2018 – November 2019

[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

### **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

### **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.
- 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.