Jerron McGinnis

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SKILLS & TECHNOLOGIES

Incident Response, Networking, Linux & Windows System Administration, AD – Access Management, Bash and Powershell Scripting, Web Development, Python, Microsoft Office

EDUCATION

WESTERN GOVERNORS UNIVERSITY   **JULY 2020**
Bachelor of Science in Information Technology

GWINNETT TECHNICAL COLLEGE   **JULY 2017**
PC Repair and Network Technician Certificate

PROFESSIONAL EXPERIENCE

GENERAL ELECTRIC - Atlanta, GA

Lifecycle Operations Engineer   *Aug. 2017 – Present*

- Manage critical incidents via Service Now by leading calls with customers and collaborate with cross-functional teams to assist in the triage of incidents and restore services, within defined SLAs. Create meaningful and effective communications with Executive leadership, and drive resolutions on incidents which have affected over 300,000 users and over 1 Billion dollars in financial impact.
- Proactively fix and maintain automation pipelines of Windows and Unix/Linux servers. Fulfill service requests to manage enterprise wide access to Windows Servers & NAS Shares. Edit and maintain code of DOC website and hosting server administration. Unlock and resync passwords of Windows & Unix/Linux servers through CyberArk Shared Account Password Management system. Perform application monitoring via Splunk and escalate incidents for immediate remediation. Create data center access requests for vendors to perform critical maintenance of storage arrays.
- Perform troubleshooting of SDWAN routers & circuits, implement company-wide proxy blocks at request of IT Risk team, and perform IP address releases for DHCP overutilization.
- Present and lead GE's CoreTech Daily Ops call with CoreTech leadership, Problem Management, and L2/L3 from all technical stacks for post-resolution follow-ups and initial RCA findings.
- Assisted with the onboarding and training over more than 25 DOC members, including FTEs, contractors, and interns. Perform process quality assurance and reporting functions such as audits of over 1500 P1 and P2 incidents for DOC members on all shifts.
- Created various reports, including metrics and KPIs for DOC and GE Business Unit leadership. Created and maintained SOPs, playbook, and various documentation for the Digital Operations Center.

TEAM TRIVIA NETWORK - Duluth, GA

Freelance IT Consultant   *Jan 2016 – Aug. 2017*

- Performed maintenance and repair for laptop and desktop computers within the central office for Owner and assistant personnel. Advised on installation and upgrades of WAN circuits, laptop & desktop computers, and cloud server deployments.
- Performed troubleshooting and maintenance of high-performance commercial & industrial poster printers for the printing of promotional materials.

CERTIFICATIONS

- CompTIA A+ | Network+ | Security + | Project+ | Cloud Essentials
- ITIL Foundations v3
- Amazon Web Services Certified Cloud Practitioner
- LPI Linux Essentials
- New Relic Certified Performance Pro
- CIW Site Developer Associate | User Interface Designer