

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 fundamentals, Microsoft Office

EDUCATION

GEORGIA INSTITUTE OF TECHNOLOGY (IN PROGRESS)

MARCH 2021

Professional Certificate in Full Stack Web Development

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

August 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 major 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.
- Performed 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 GE leadership, Problem Management, and technical team leads from all technical stacks for post-resolution follow-ups and initial RCA findings.
- Assisted with the onboarding and training over more than 30 DOC members, including FTEs, contractors, and interns. Perform process quality assurance and reporting functions on Incidents and Changes to ensure adherence to ITIL standards
- Create and maintain Playbooks and SOP's for critical processes to ensure business continuity and continual service improvement.

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 Development Associate | CIW User Interface Designer
- CyberArk Certified Trustee