

Jef Mitchell

Full-Stack Engineer

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Portfolio: www.jefmitchell.com
Github: www.github.com/OneJef

Enthusiastic and eager recent college graduate with a background in network and server administration. Combines passions for problem-solving, collaboration, and software testing with critical knowledge of HTML, CSS, JavaScript, and other programming languages.

Key Skills

- HTML
- CSS
- JavaScript
- TypeScript
- MySQL
- MongoDB
- Express
- React
- Node
- Bootstrap
- Bulma
- MUI

Professional Experience

Lead Site Technician

Riverwoods Group, Exeter, NH | October 2018 - September 2021

- Lead site technician for site-wide wifi project (including research, development, and deployment).
- Resolve and monitor all IT requests for staff-related technical issues.
- Collaborate with team members and provide support with technology projects as assigned.
- Chiefly responsible for site-wide asset configuration and management of company hardware and software (i.e. laptops and desktops, printers, network and server equipment, etc.)
- Maintain company-wide deployment of all analog and digital radio systems (Kenwood, Icom, and Motorola).
- Issue and deploy phone numbers and VOIP hardware (i.e. phones and conference systems), and provide reference documents to employees as needed.
- Ensure contracts for various hardware (Printers, Radios, Life Safety Systems, ect..) are accurate and up to date.

Their 2 Desktop Technician

Thermo Fisher Scientific, Tewksbury, NH | October 2016 - October 2018

- Sustain PDM Backup solution to ensure 100% up time.
- Create, modify, and maintain desktop images for all local and remote users.
- Configure all desktop and laptop computers for 360 employees and contract worker at Tewksbury location.
- Inventory and log software and hardware assets totaling over 700 laptops, desktops, printers, and accessories.
- Lead support for all back-end aspects of Avaya phone system (i.e. server, softphone, physical, and customer support phone queue).
- Perform physical repairs of over 30 servers, 700 desktop/laptop computers, and 300+ cell phones.
- Shepard server infrastructure (i.e. routers, switches and core switches, POE equipment, SAN/NAS, and backup type solutions).
- Deploy and implement multiple ERP systems (i.e. intuitive, SAP, and Growthpower).
- Collaborate with vendors (i.e. Avaya, EMC, Iron Mountain, SolidWorks, Fisher Unittech) on daily tasks such as troubleshooting and product orders.

Senior System Administrator

Department of Marine Resources, Biloxi, MS | August 2014 - September 2016

- Managed daily operations of the PCC host computers by monitoring system performance, configuration, maintenance, and repair. Ensured that records of system downtime and equipment inventory were properly maintained. Applied revisions to host system firmware and software. Worked with vendors to assist support activities.
- Developed new system and application implementation plans, custom scripts and testing procedures to ensure operational reliability. Provided training to technical staff regarding new software and hardware developed and/or acquired.
- Supervised Operations staff including hiring, training, evaluating and disciplining. Provided work direction to technical staff, contract staff and/or student employees. Determined appropriate coverage for all hours of operation.
- Performed troubleshooting as needed and lead problem-solving efforts often involving outside vendors and other support personnel and/or organizations.
- Established and managed users Unix accounts. Installed, modified and maintained systems and utility software on server computer systems, and provided server support to other related software.
- Established guidelines and methods for installation and management of host computer operating systems, disk arrays, fiber channel switches, tape libraries, and other critical components.
- Ensured high availability and acceptable levels of performance of mission-critical host computer resources.

Network Administrator

Mississippi Gaming Commission, Jackson, MS | June 2011 - May 2014

- Executed full network builds: constructed network diagrams, assigned IP addresses and subnet masks, setup clients, servers, domain controllers, and firewalls, and created user and login rights.
- Installed physical wires for networks.
- Installed operating systems, workstations, and printers.
- Trained system users on proper and efficient use of: the network, shared drives, SharePoint, commercial software, and security settings on network accounts.
- Researched Networking and Application Solutions for Users Troubleshooting for users.
- Consulted with programmers to troubleshoot systems and performed basic troubleshooting procedures with client machines, networks, and servers.
- Proposed suitable hardware and software solutions in order to successfully complete jobs.

Communication Computer System Operations Specialist

United States Air Force | July 2007 - July 2013

- Created and managed Active Directory user accounts, security groups, group policies, OUs, and programs.
- Managed DNS, DHCP, WINS, SCCM and Directory Services, OWA, ActiveSync, and Outlook Anywhereaccess, and offsite backup data replication
- Installed, configured, and upgraded Windows Server OS; Installed, configured, and upgraded VMware® vSphere™ infrastructure (vCenter, ESXi).
- Spun up and managed Microsoft SQL server.
- Troubleshoot fax server communication issues as well as replaced failed server hardware components.

- Updated component firmware and software.
- Ran and organized physical network and power cabling.
- Maintained and configured Unix firewalls.
- Provided support for enterprise systems and users.

Education

Full-Stack Engineer

University of New Hampshire | July 2021 - December 2021

An intensive 24-week long course dedicated to designing and building web applications. Completed course with GPA of 4.0.

Network & System Administration

United States Air Force Technical School | January 2008 - May 2008

Certifications

AWS Cloud Practitioner

May 2018

VMware Certified Professional

April 2013

Comptia Security+

December 2010

Cisco Certified Network Associate

May 2007