

Nigel Dumont, Sr. IT Engineer

Seeking opportunities in **Cybersecurity, Networking, and Infrastructure.**

About Me

- DOB : 02/09/1994
- Father and family man. Currently have a fiancé' and a few young ones.
- **7+ years in Enterprise in IT support and Admin**
(Startups, Corporate, Retail, Warehouse, etc)
- **Cisco CCNA Certified 2017'**
- **CompTia Security+ Certified 2025'**
- Hobbies include traveling, video games, gym, and spending time with family.



I have put together a brief visual slideshow demonstrating some of my daily tasks and workflow! Included are how I manage assets, investigate downed devices, etc. Enjoy!

IT Service Management Software/Services

Freshservice, JIRA, Zendesk – Ticketing incident management software

Bitwarden – password management software

365 Admin – Corporate/Enterprise accounts

Meraki – GTI retail internet/networking hardware connectivity software

Solarwinds – Similar to Meraki, just a different platform

Teams Admin center – Used to monitor and administer our teams VOIP lines

Azure Admin – managers users group policy, etc

Dutchie – retail P2S system

Connectwise – Endpoint/Remote sessions

Uniflow – Print Management Server

Manage Engine – Endpoint/hardware monitoring

FM Audit – Xerox Print Server

Canon Admin CSA – Canon Admin Portal

Xerox Device Audit – Xerox Device Management

Digium Portal – Phone system management

Amazon Poly – Voicemail Setup for certain phone instances

Adobe Admin Center – Manages all of our Adobe Users and Products



Microsoft 365 admin center

Home

Copilot

Users

- Active users
- Contacts
- Guest users
- Deleted users

Devices

- Active devices
- Autopilot

Teams & groups

Billing

Setup

Customize navigation

Show all

Health

Reset password

Add team

View your bill

Recap

View data about your Microsoft 365 apps and services, and see recommended actions to keep your data and secure. This page is in preview, so please [share your feedback](#).

Exchange Online: Users may be unable to receive email messages in a mail-enabled public folder view.

Exchange Online: Shared mailbox(es) have exceeded the 50 GB storage limit in your tenant. [See Details](#)

Service health and usage

View the current health status of your apps and services, plus usage data for the last 30 days.

Apps and services	Health	Unique active users
Exchange Online	1 incident, 2 advisories	4,839
Microsoft Teams	2 advisories	4,399
SharePoint	Healthy	4,014
OneDrive	Healthy	2,947
Microsoft Forms	Healthy	549
Microsoft Project	Healthy	15
Viva Engage	Healthy	1

Azure and MS365 Admin center management.
Updating Exchange instances, creating VOIP
phones via Teams Admin center, updating user
profiles, 2FA resets, etc

Microsoft Azure

Home > Users > Nigel Dumont

Nigel Dumont | Authentication methods

User

Search

Add authentication method

Reset password

Require re-register multi

Overview

Audit logs

Sign-in logs

Diagnose and solve problems

Custom security attributes

Assigned roles

Administrative units

Groups

Applications

Licenses

Devices

Azure role assignments

Authentication methods

New support request

Authentication methods are the ways users sign into Microsoft Entra ID and perform self-service actions when they are required to authenticate with a second factor - the user always can choose a different method.

Default sign-in method (Preview)

SMS (primary mobile)

Usable authentication methods

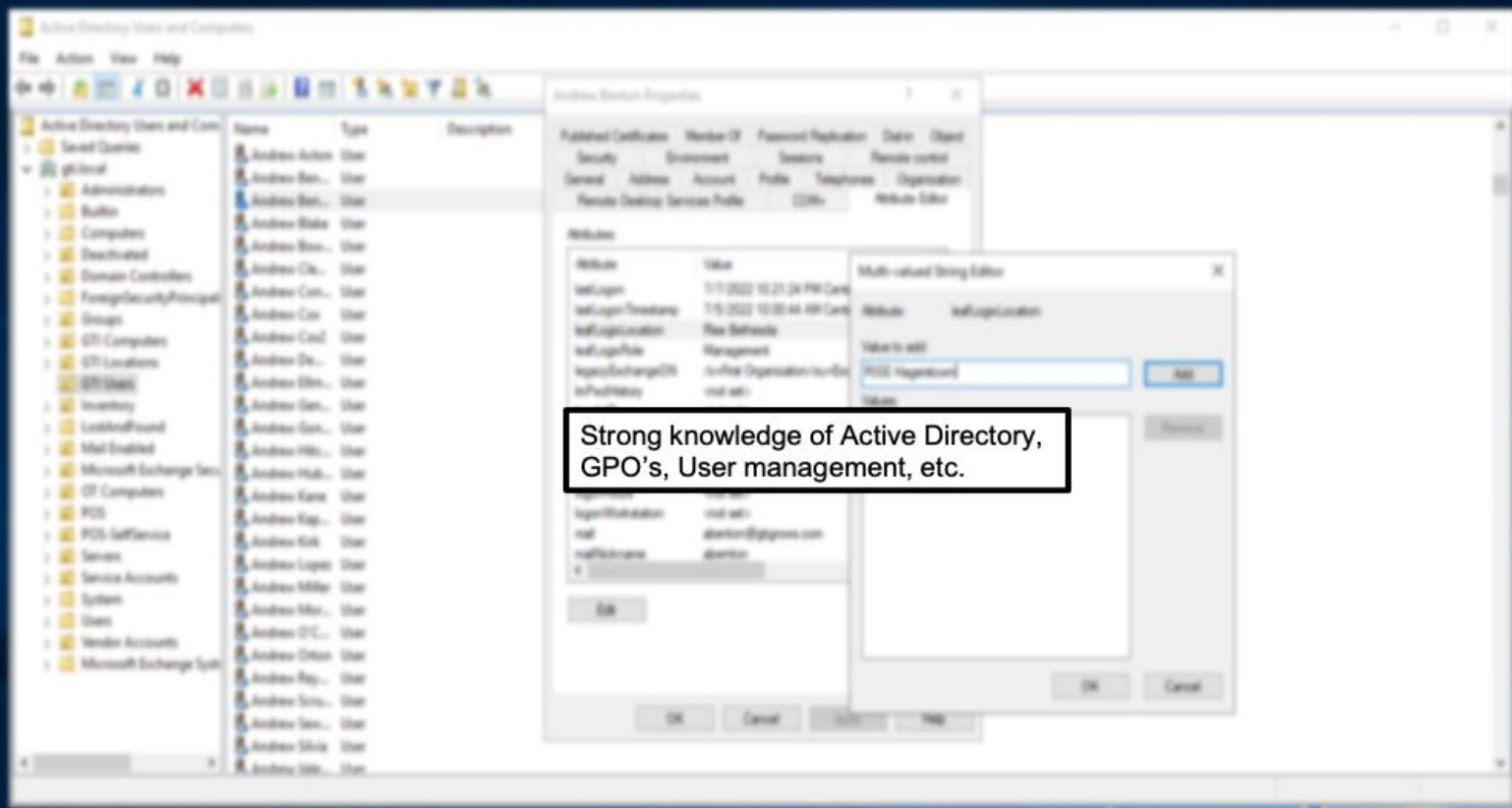
Authentication method
Phone number
Microsoft Authenticator
Microsoft Authenticator - Outlook Mobile

Non-usable authentication methods

Authentication method
No non-usable methods.

System preferred multifactor authentication method

Feature status	System preferred MFA method
Enabled	PhoneAppNotification



Network, Device Monitoring, and VPN configurations via Meraki and Solarwinds

The image displays two side-by-side dashboard screenshots. The left dashboard is the Meraki interface, showing a list of networks under 'Chicago HQ - 71100'. The right dashboard is the Solarwinds Orion interface, showing a summary of network health and VPN sessions.

Meraki Dashboard (Left):

- Network: Chicago HQ - 71100
- Map: Satellite view showing the location of the network.
- Search: 82 networks Over the last week: 30
- Networks List:

Name	Status
Chicago HQ - 71100	Down
Chesapeake - 1311	Down
Joliet Colorado - 1141	Down
Carson City Lab - 1210	Down
Toledo - 1630	Down
Deerfield Beach - 1731	Down
York - 1433	Down
Manhattan - 2332	Down
Bethesda - 1334	Down
Mundelein - 1130 - Legacy WiFi	Down
Anthem - 1530	Down
Rock Island Cultivation - 1110	Down
Pinellas Park - 1734	Down
Lorain - 1631	Down
Bonita Springs - 1736	Down
Hallandale - 1732	Down

Solarwinds Orion Dashboard (Right):

- Orion Summary Home - Summary Home
- Focused Views: Retail Summary, Cultivation Summary
- Unhealthy Circuits: for Down Circuits, Ordered by:Caption - Ascending

CAPTION	STATUS	DOWN SINCE
FL Sun City (1738)	Down	
Ventus	Down	
Sun City-WAN1 Charter	Down	
OH Whitehall (1635)	Down	
CommandLink	Down	
Whitehall-WAN2 AT&T	Down	2/5/2025 1:44:11 PM

Meraki VPN Hubs:

- for VPN Sessions, Ordered by:Node Name - Ascending then by Application Name - Ascending

APPLICATION NAME	APPLICATION STATUS
Azure East VMX100	Up
Meraki VPN Session Monitor	Up
VMX100-West	Up
Meraki VPN Session Monitor	Up

All Nodes:

- GROUPED BY SITE

 - Azure East
 - Azure West
 - CA Pasadena (2432)
 - CT Advanced Grow Labs (2170)
 - CT Branford (2133)
 - CT Orange (2134)
 - CT Orange (2134)

Down Sites:

- for Down Sites, Ordered by:Name - Ascending

STATUS	NAME
No activity to report.	

End of Support Devices:

- NEXT 3 MONTHS

End of Support	Part Number	Target Node(s)
No Data Available		

Cultivation Map:

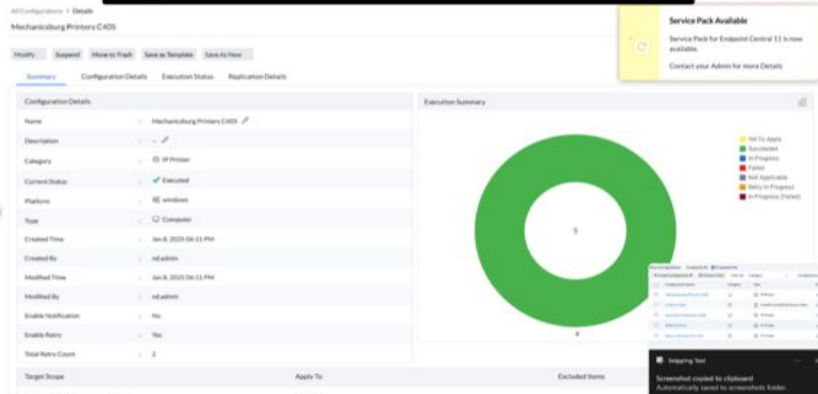
- Map showing the location of cultivation sites across the United States.

Retail Map:

- Map showing the location of retail sites across the United States.

Meraki and Solarwinds are used to track and monitor all devices on our network. From here we can make VLAN changes, check IPs, Mac Addresses, Access Point Uptime, etc.

Experienced in managing assets, creating configurations, pushing drivers, software, etc. This particular software is called **Manage Engine**.



Show Configurations: Created by All Created by Me

+ Create Configuration Move to Trash Filter By: Category Type Configurations Platform All Status

Configuration Name	Category	Type	Status	Created By
Mechanicburg Printers C405	IP Printer	IP Printer	Executed	nd.admin
Uniflow Client	Install/Uninstall Windows Softw...	Install/Uninstall Windows Softw...	Executed	nd.admin
Xerox AGI Production C405	IP Printer	IP Printer	Executed	nd.admin
XEROX CR145	IP Printer	IP Printer	Executed (Failed)	nd.admin
Xerox Jurel Security C405	IP Printer	IP Printer	Executed	nd.admin

Tools

- Remote Control
- System Manager
- Remote Shutdown
- Wake on LAN
- Chat
- Announcement
- System Tools
- Need Additional Tools?

Agent needs to be installed in client systems for remote access. Enable ActiveX controls in the


Computers

Filter By: Domain/Remote Office Custom Group Agent L

Viewer: HTML5 Viewer Active X

Computer Name	User
Zacks-MacBook-Pro	zack.z
WSP-SHIPPING	--
WSP-RobinJ	robinj
WIL-Runners	willm
WIL-NormaM	norma
WIL-HollyU	holly
WIL-DIS-04	Willm
STP-LisaW	lisawe
STP-Intake	stpaul
StP-Front-Desk-Laptop	saintc
STP-FD-Right	bayon
STP-FD-Left	leafin
STP-DI-04	--

Printer Hardware & Software Management via our Xerox Portal in order to ensure proper device uptime.


Xerox Device Agent Fleet Management Portal

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 Welcome Nigel.Dumortier@xerox.com

[Printers](#) | [Supply Orders](#) | [Break Fix Services](#)

[Chat](#)

All Printers

Actions ▾

↑ Customer


	Customer	Status	Incident	Model	Serial Number	Black	Cyan	Magenta	Yellow	In Scope	Networked	Last Communication	Color Capable	Meter Status	Printer Location
View	Green Thumb Industries...	⚠️ Toner/Link Low	✓ Complete	VersaLink CA05N	4HX738915	<div></div>	<div></div>	<div></div>	<div></div>	Yes	Yes	4/3/2025 3:22 AM	True	✓ Current	/1634 W/Main
View	Green Thumb Industries...	🟢 Up and Running	✓ Complete	VersaLink CA05N	4HX738758	<div></div>	<div></div>	<div></div>	<div></div>	Yes	Yes	4/3/2025 3:22 AM	True	✓ Current	/1640 Orchard
View	Green Thumb Industries...	⚠️ Toner/Link Low	✓ Complete	VersaLink B405DN	9H8664552	<div></div>	<div></div>	<div></div>	<div></div>	Yes	Yes	4/3/2025 3:22 AM	False	✓ Current	/1640 Orchard
View	Green Thumb Industries...	⚠️ Intervention Required	✓ Complete	VersaLink CA05N	4HX738916	<div></div>	<div></div>	<div></div>	<div></div>	Yes	Yes	4/3/2025 3:22 AM	True	✓ Current	/1675 Roselake
View	Green Thumb Industries...	🟢 Up and Running		B305	QRK549620	<div></div>	<div></div>	<div></div>	<div></div>	Yes	Yes	4/3/2025 3:22 AM	False	✓ Current	/1675 Roselake
View	Green Thumb Industries...	⚠️ Intervention Required	✓ Complete	C315	QRK757478	<div></div>	<div></div>	<div></div>	<div></div>	Yes	Yes	4/3/2025 3:09 AM	True	✓ Current	/1675 Route 55
View	Green Thumb Industries...	⚠️ Toner/Link Low	✓ Complete	VersaLink CA05N	4HX734682	<div></div>	<div></div>	<div></div>	<div></div>	Yes	Yes	4/3/2025 3:09 AM	True	✓ Current	/1675 Route 55
View	Green Thumb Industries...	⚠️ Toner/Link Low	✓ Complete	VersaLink CA05N	4HX739300	<div></div>	<div></div>	<div></div>	<div></div>	Yes	Yes	4/3/2025 3:22 AM	True	✓ Current	/1700 Quincey
View	Green Thumb Industries...	🟢 Up and Running	✓ Complete	VersaLink CA05N	4HX732879	<div></div>	<div></div>	<div></div>	<div></div>	Yes	Yes	4/3/2025 3:10 AM	True	✓ Current	/1724 Gulf To I
View	Green Thumb Industries...	🟢 Up and Running	✓ Complete	C325	2LK216696	<div></div>	<div></div>	<div></div>	<div></div>	Yes	Yes	4/3/2025 3:10 AM	True	✓ Current	/1724 Gulf To I
View	Green Thumb Industries...	🟢 Up and Running		VersaLink B405DN	9H8664348	<div></div>	<div></div>	<div></div>	<div></div>	Yes	Yes	4/3/2025 3:22 AM	False	✓ Current	/1725 Boston Pl
View	Green Thumb Industries...	🟢 Up and Running	✓ Complete	VersaLink CA05N	4HX733745	<div></div>	<div></div>	<div></div>	<div></div>	Yes	Yes	4/3/2025 3:22 AM	True	✓ Current	/1725 Boston Pl
View	Green Thumb Industries...	🟢 Up and Running	✓ Complete	B305	QRK531331	<div></div>	<div></div>	<div></div>	<div></div>	Yes	Yes	4/3/2025 3:22 AM	False	✓ Current	/1725 Boston Pl
View	Green Thumb Industries...	⚠️ Intervention Required	✓ Complete	VersaLink CA15	YCO112067	<div></div>	<div></div>	<div></div>	<div></div>	Yes	Yes	4/2/2025 2:07 PM	True	✓ Current	/1725 Circuit Ave
View	Green Thumb Industries...	🟢 Up and Running	✓ Complete	VersaLink CA05N	4HX739056	<div></div>	<div></div>	<div></div>	<div></div>	Yes	Yes	4/3/2025 3:22 AM	True	✓ Current	/1807 Detroit

Page 1 of 2 200 Items Per Page

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Version 2.5.162

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You are here: Home



VIEWS

Home

Simple Setup

Home

Phone Information

Phone Model	CCX 400
Part Number	3111-49700-001 Rev:M
MAC Address	48:25:67:B3:1C:D1
IP Mode	IPv4
IP Address	10.0.4.129
Software Version	8.1.4.1480
Updater Signature	Release
System Name	5480

User reached out about the phone losing connectivity. Found the phones IP address, remoted into the phone, resolved the issue by reconfiguring remotely.

11:07 AM

thanks on getting this resolved 🙏



Thank You!