IT Consultant IT Consultant Industrionage Consulting Austin, TX On call information technology consultant for a variety of technology-related assistance roles; primarily operating in a capacity of cost-effective estimates assisting individuals and businesses seeking to upgrade their technology departments. Skills LAN Architecture implementation; Fiber Optic cabling upgrades; Introduction of "Shared Services" concept and small business home office IT setup and refinement with an eye towards cost-effective efficiency and production improvement. Authorized to work in the US for any employer Work Experience IT Consultant Industrionage Consulting - Austin, TX September 2016 to Present On call information technology consultant for a variety of technology-related assistance roles; primarily operating in a capacity of cost-effective estimates assisting individuals and businesses seeking to upgrade their technology departments. Network Control Tech II blackbaud, Inc - Austin, TX 2014 to 2016 Responsible for maintaining maximum uptime for clients by monitoring network infrastructure including CPU, Memory, IIS Server, halted SQL processes and network outages. MS Windows Server 2003, MS Windows Server 2008, MS Windows Server 2012 SQL Server, Active Directory, Windows 7 troubleshooting Diagnosing and troubleshooting issues pertaining to network related issues Training and mentoring Network Operations newly hired employees Interfaces with other Service Delivery Operations teams to communicate, or resolve problems and perform day-to-day operational tasks. Monitor and maintain Service Delivery Hosting environment, including network devices, servers and applications hosted within (5) data centers. Respond to alert console, dashboards, and other alert reporting mechanisms Troubleshoot alerts and execute documented processes Perform fault analysis, error recovery and analysis, and escalate and resolve Vendor support issues Manage service impacting events and track resolution within established service level commitments by using appropriate diagnostic procedures, tools and processes Basic knowledge of web, application, mail and database servers Maintenance of WIKI and technical documentation of processes and procedures used throughout normal operations Active Directory account management Outage and Degradation communication to internal and external parties 11900 Metric BLVD J-225 Austin, TX 78758 (512) 552-0881 mtmaguire@gmail.com Professional Synopsis (continued) Hanger orthopedics Xerox -

Austin, TX 2013 to 2014 Senior IT Support Analyst Provided comprehensive technical support for the entire corporate IT services catalog utilizing a diverse set of IT support skill sets with focus upon the utilization of exceptional customer service skills to troubleshoot and resolve issues arising from system atrophy inherent within Infrastructure Management   Hardware: Desktop and Laptop PCs, VoIP phone systems; personal cellular devices, multifunction peripherals (MFP) Xerox and Ricoh Office machines,   Software applications encompassing MS office products and SharePoint for all administrative tasks; Physician applications used to measure and fit prosthetic devices. Networking: various ISP provided modems, Juniper DSL Router configurations   Contribute positively to our customer service, incident, and work order SLA's   Document, develop, and contribute to ongoing IT process improvement and the success of key business projects   Provide coaching and training to other service desk team members Network Administrator Hanger, Inc. - Austin, TX 2012 to 2013 Worked as a contractor via Randstad Technologies for Hanger Orthopedics where I performed Tier 1 and Tier II Network Operations troubleshooting and Junior level Network Engineer tasks.   Responsible for maintaining DSL uptime connectivity for 900 + offices across the US.   Contacted various ISPs for DSL modem connection issues and / or to establish if a National known outage was occurring.   DSL Network troubleshooting involved various ISP provided modems and examining and updating the configuration templates of Juniper Netscreen DSL Router settings   Responsible for updating Palo Alto Firewall configuration settings for DSL offices LAN settings as changes occurred in the network.   MPLS troubleshooting involved ruling out OSI Layer 1 issues and then contacting ISP to create a trouble ticket and drive that ticket with the ISP Support Staff to issue resolution.   Daily use of Solarwinds Network monitoring application to   Alert, isolate, and resolve network outages and performance issues   Visualize critical network paths to identify and isolate network outages and performance issues   Analyze network traffic patterns to understand how and where bandwidth is being consumed   Detect and identify configuration changes in real-time and roll back to last known good state Network Activations Specialist MPLS, and IPsec networks - Austin, TX 2011 to 2012   Assisted in the nationwide deployment of broadband service to small and medium size businesses.   Responsible for the remote configuration,

installation, and troubleshooting of broadband routers; with a focus on VPN, MPLS, and IPSEC networks.   Provided phone support to professional field technicians as well as customers on the install of these broadband services.   Responsible for configuring a wide variety of business class modems/routers.   Worked NOCC trouble tickets that primarily addressed Layer 1 troubleshooting and on net (Megapath Backbone Network) circuit maintenance Education Associates of Science AUSTIN COMMUNITY COLLEGE - Austin, TX Bachelor of Arts in Relations and English Literature University of montevallo - Austin, TX Skills Active Directory, HTML, testing, access, Security Certifications/Licenses Network+

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