

Client Services Engineer Client Services Engineer Client Services Engineer - Aldridge Lakewood, WA To further my skills and knowledge, enabling a rewarding future Work Experience Client Services Engineer Aldridge December 2018 to Present Act as the primary point of contact between Aldridge and clients in the Seattle area Assist clients with finding technology solutions to meet their business needs Plan and manage hardware and software implementation projects Ensure customer satisfaction by rapidly remediating client issues Configure network equipment such as switches, firewalls, WAPs, routers, etc to specification Upgrade and make changes to network equipment as needed Configure and make changes to VOIP systems Make recommendations on upgrades to meet projected client needs Travel to client locations to perform duties as necessary Escalation Engineer Allixo Technologies January 2018 to December 2018 Respond to escalation calls and tickets Responsible for solving escalated tickets Configure network equipment such as switches, firewalls, WAPs, routers, etc to specification Assist Network Team in maintaining overall client network health Provide on site support as required Network Technician Locke Systems November 2017 to January 2018 Design, install, configure, and secure Windows based servers and domain controllers as required Configure network devices (routers, switches, firewalls, etc) as required Assist clients by troubleshooting technology issues on site Assist clients through our help desk system providing end user support for various applications and software packages, from general office productivity and accounting to industry specific software Provide clients with general technology support Perform duties and services as requested by clients Independent Contractor Self Employed February 2009 to November 2017 Provide I.T. Services on a contractual basis Design, install, configure, and secure data networks as required using standard protocols (TCP/IP, BGP, etc) Design, install, configure, and secure Windows based servers and domain controllers including Domain Name Services Configure network devices (routers, switches, firewalls, etc) as required Deploy and troubleshoot Zenserver (Citrix) servers Deploy and troubleshoot Vmware servers Set up and configure Zen (Citrix) desktops Assist established I.T. Teams with short term technical assistance Provide clients with general I.T. support Perform duties and services as requested by clients I.T. Manager Comprehensive Health

Education Foundation - Seattle, WA July 2007 to December 2008 Responsible for developing and implementing organization-wide technology objectives Identified areas of risk in IT operations and processes; developed solutions that managed information integrity and confidentiality for all associates. Developed and implemented contingency and business continuity plans and standards. Coordination and control of computer systems, hardware, software and outside vendor programming assistance; responsible for managing vendors and for service level agreements. Responsible for coordinating internal and external security and network audits. Prepare and oversee annual budget for IT, including maintenance and expansion of computer related corporate assets. Measure, monitor and optimize performance and cost benefit of hardware, software and system operations. Manage and maintain information systems including hardware, software, telecommunications, associate training, and provide user support. Work with executive team for strategic planning in regards to technology.

Network Security Analyst Guardian Capital Group - Toronto, ON 2002 to 2006 Created and introduced network and computer security policies to ensure compliance with Canadian Provincial and OSC guidelines. Created and launched the contingency planning program for the company including the design and implementation of a hot site and data replication. Designed additional security to fortify the company's existing network infrastructure including hardening of web servers and additional packet filtering. Continually tested and evaluated operational processes to evaluate/identify business or network risk; participated with the Network Team in day-to-day network administration; actively involved in keeping up-to-date with new technologies. Responsible for corporate e-mail, using Microsoft Exchange. Implemented anti-virus and anti-spam protection for e-mail Assisted help desk by providing tier 2 support Regularly presented IT solutions to the IT Steering Committee

Network Administrator Harbor Bank - Gig Harbor, WA 1998 to 2002 Rebuilt the bank network and security architecture/systems, including e-mail systems, internet access, database management, and user policies. Created and introduced security policies and standards to ensure compliance with OCC guidelines. Responsible for coordinating internal and external security and network audits. Identified areas of risk in IT operations and processes; developed solutions to manage information integrity and

confidentiality for clients and associates. Developed integrated contingency planning and business continuance policies for the Bank's network. Provided end user support. Provided testing and analysis of software packages. Responsible for all aspects of network and data security. Network Specialist Harboret - Gig Harbor, WA 1996 to 1998. Provided network, security, and general computer expertise for clients. Built and managed network and computer resources as needed by clients. Provided end-user support for ISP customers. Assisted in the day to day management of the network including troubleshooting and account management. One of the first providers of cable based internet access in the area. Education Washington High School - Tacoma, WA Pierce College - Lakewood, WA

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