Systems Engineer Systems Engineer Systems Engineer - Perkins School For The Blind Work Experience Systems Engineer Perkins School For The Blind - Watertown, MA September 2018 to Present -GSuite admin for 400 users. Utilized GAM to script tasks.   -Administer Palo Alto Firewall. Setup policies, whitelisting websites, patching.   -Create Group Policies. Setup a Group Policy to automatically lock PC's after ten minutes.   -Configured 50 new Aruba switches on campus over the course of a year. I set up VLAN's, tagged the necessary ports and then installed the switch. -Deployed Jabber messenger to the company including all VOIP calling features.   -Created a substantial knowledgebase of documentation including videos.   -Monitored virtual servers via VSphere and RVtools.   -Deployed preboot encryption on all laptops.   -Cisco CUCM and UCCX administrator. Experienced working with TAC and collecting logs with RTMT.   -Familiar with SSO. I've created ADFS certificates and have used SAML and LDAP to connect applications such as Salesforce and Microsoft Dynamics   -Setup a self service password reset portal for remote employees   -Configured Knowbe4 to simulate phishing attacks on end users. Created campaigns and collected reports.   -Used PRTG to monitor network and setup new sensors as needed. -Perform server and desktop patching via WSUS   -Setup an SMTP relay for printers and UPS reporting.   -Setup email encryption for HIPAA compliance using Zix   -Perform data recovery via Storage Craft.   -Administer Synology and QNAP NAS devices.   -Deployed access points and managed them with Aruba Airwave Systems Engineer CMIT Solutions - Cambridge, MA September 2014 to September 2018 -Create and manage accounts in Active Directory. -Create email accounts and distribution groups in Exchange and Office 365. -Manage and support dozens of Microsoft servers by providing folder access to users and daily backups. -Troubleshoot problems within the VSphere cluster; allocate more memory.   -Provide first line support for all VOIP problems. -Supervise team of three engineers supporting over 500 endpoints. -Setup new accounts in Active Directory and apply correct permissions and Group Policy. -Updated base images for new PC's using Acronis and Dell Image Assist.   -Manage and assign help desk tickets in Autotask. -Responsible for new employee onboarding - ordering equipment, imaging PCs, joining systems to domain, Setting up Outlook, updating global address book and general new employee setup.

-Participated in 24x7 on call environment. Systems Engineer Onsite Electronics - Boxford, MA May 2015 to September 2015 -Perform backups and integrity checks of customer NAS appliance. -Create AD accounts, restart services, adjust permissions and reboot servers. -Perform hardware and software repairs on desktops, laptops and cellphones. -Created instructions and procedures to build a technician knowledge base. -Specialized in repairs and support of Apple products. -Perform advanced data recovery on hard drives; utilized a small clean room to open drives and make mechanical repairs. T1L3 Technical Support Bask November 2013 to August 2015 -Performed general technical support in a high volume call center environment. -Provide remote help desk support to our members on their PC, Mac and Android devices. -Diagnose connectivity issues on routers and modems. -Utilize LogMeIn to remotely view and troubleshoot customer machines. -Facilitate data backup and recovery using Mozy software. Helpdesk Technician General Electric - Billerica, MA May 2011 to November 2013 -Install and configure Cisco 6021 wireless access points on site. -Participate in a network refresh consisting in the installation of a new Cisco Aironet LAN Controller, Cisco Firewall and associated cabling. -Coordinate Dell warranty repairs by ordering parts and scheduling technicians. - Administrator for all telecom work done on site. This involved servicing IP and digital phones as well as working with structured cabling technicians on maintenance tasks. -Assigned new ports and extensions to users. -Create a network map of the office using Microsoft Visio. -Configure Xerox WorkCentre 2424 printers for network printing. -Create Win 7 and Win XP bootable hard drive images using Symantec Ghost. -Acquired expertise repairing all types of hardware such as desktops and laptops; particularly with Dell, HP, and Lenovo and Macintosh products. -Provide remote technical support to employees through Webex. Network Administrator Intern EnerNOC - Boston, MA June 2013 to August 2013 -Responsible for remotely troubleshooting and repairing network related issues on EnerNOC's energy management devices. -Applied software updates to switches and coordinated reboots. -Monitor network connectivity to customer sites. -Analyze data and generate reports. -Point of contact for technicians in the field. -Familiar with Salesforce.com used to document changes and update customers. Advanced Repair Agent Geek Squad - Burlington, MA May 2012 to August 2012 -Perform repairs and preventative

maintenance on desktop and laptop computers. -Perform software maintenance roles: virus removal, data backups, OS updates and installations. -Troubleshoot and repair hardware: power supply, motherboard and hard drive swaps, RAM upgrades and LCD screen replacements. Education Bachelors in Information Technology University of Massachusetts Lowell - Lowell, MA Skills System Administrator, DNS, Active Directory, Vmware

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