

Computer & Network Support Specialist II Computer & Network Support Specialist II Computer & Network Support Specialist II Bothell, WA 10+ years of experience in IT I can work with a team and independently, and have done so for over a decade Very used to high-paced environments & prioritization Have a very strong attention to detail & efficiency Focused on being an entirely Certified Network Engineer with Specialties in Cisco, Juniper & Arista with additional certifications in Cloud Computing, Security and Wireless technologies Strong, working knowledge of the OSI model and preparing for both the updated MCSA Core exam and ITIL 4.0 Foundation to Managing Professional exams

Work Experience Computer & Network Support Specialist II ASMRResearch - Seattle, WA March 2019 to June 2019 Used SCCM to deploy images to hundreds of new machines Wrote & published setup documentation for each machine type Established security guidelines as part of SOP Exceeded image deployment rate from 7-10 to 18-20 per shift

Lab/Network Support Engineer Mojang - Redmond, WA February 2019 to March 2019 Used Splunk to monitor builds for stability and created scripts for each tested platform Supported error resolution with developers to resolve bugs via Azure DevOps Maintained network stability by assigning switches with specific devices Created spreadsheet metrics for lab stability, redundancy & team communication

IT Associate II IHS Markit (RootMetrics) - Bellevue, WA November 2016 to November 2018 Created custom SCCM build for remote employees Secured a \$1.2m contract with Microsoft along with the Engineering and Data Analysis teams OS's Supported: Mac OS X (to high sierra); Windows 7 - 10; Windows Server 2008, 2012R2, 2016; CentOS; Linux Mobile platforms supported: Android, iOS Routinely remoted into client machines via Bomgar and resolved user issues Documented laptop & desktop machine deployment via SCCM in an SOP for the Americas region Organized Active Directory after acquisitions to keep its database clean o Created new OUs for our regions; Created GPOs for both new and outdated machines; Created scripts via PowerShell to create a survey table of machines, their location, last login, etc. Set up Azure groups and migrated the correct admins & users to the new O365 environment

IT Support Technician Apex - Microsoft - Redmond, WA October 2013 to July 2014 Monitored & recorded bugs with the Xbox One launch Created a more efficient bug collection document for the

developers Collaborated with team members to resolve or RCA issues with games, streaming services & the Kinect System Administrator & Network Engineer Atos - Microsoft - Bellevue, WA June 2007 to July 2012 Managed & administered the Microsoft Home of the Future space, the Ideation Lab and the VP conference room

- o Created NAS devices at each location for redundancy
- o Created batch scripts (eventually PowerShell scripts) to automate backups

Managed & installed new devices to the existing space including tablets, Surface devices Documented an MS KB article describing how to both collect and apply machine images remotely using WSUS Documented an MS KB article describing remotely capturing an image using WAIK, ImageX & SCM

Deployed beta & final software builds Rebuilt the entire Home network when both primary and secondary servers failed

- o Used VMware (eventually Hyper-V) to create virtual servers (DNS, DHCP, File & Application server) on top of the primary and secondary DCs.
- o Documented above changes after testing the new network and backup script

IT Support Specialist I Avocent - Redmond, WA April 2008 to January 2009 VMWare was used as our issue testing environment LANDesk was used to collect and monitor tickets 95% direct Customer facing - From Engineers to Q/A testers Supported multiple OS's: Windows 98 - XP, Mac OS X, Linux flavors Education AAS in Computer Security and Network Technology Lake Washington Technical College Certification Everett Community College Skills Active directory (10+ years), Cisco (3 years), Vmware (7 years), Vpn (5 years), Linux (8 years), Ios (3 years), Networking (10+ years), Virtualization, Splunk (Less than 1 year), Wireshark (10+ years), Postgresql (2 years), Sql (2 years), Adfs (2 years), Hyper-v (5 years), Docker, Scripting (10+ years), Tableau (2 years), Mac (5 years), Windows server 2003 - 2016 (10+ years), Acrobat (5 years) Links <https://www.linkedin.com/in/chris-pounder-49464aa>

Certifications/Licenses Network+ July 2008 to Present Dell Certified Technician March 2007 to Present Database Creation and Management January 2015 to Present Additional Information

SKILLS Operating Systems - Windows '95 - 10, Mac OSX High Sierra, Linux Administration - Active Directory, ADFS, Windows Server 2003, 2008 - 2016, Ubuntu Server 18.04, Azure Networking OS - Cisco IOS Software - Office 365, Office 2003 - 2016, Adobe Acrobat, Tableau, GateKeeper/FileVault VPN - Pulse Secure, Global Protect Databases - Microsoft SQL 2014;

PostgreSQL Virtualization Technologies - Hyper-V, VMWare, Docker Cluster Monitoring and Alerting - ServiceNow, Azure, Splunk, Wireshark Automation - PowerShell scripting, SCCM, WSUS, Sysadmin

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