

Help Desk Engineer Help Desk Engineer Help Desk Engineer - Connecting Point Work Experience

Help Desk Engineer Connecting Point - Greeley, CO 2018 to Present I am currently working in the help desk dept. I am tasked with working alongside our end users to determine how we can accomplish their goals. Listed here are the typical things I handle. Primary Duties: ? Managing Network Infrastructure ? Firewalls - VPNs, IPS, CFS, SSO, SSLVPN ? Switches - VLANs, Stacking/Lag Management, QoS, routing, cable management ? WAPS - VLANs, band steering, encryption, wireless site survey ? Working with 50+ clients of varying industries ? Managing ESXi Environments ? Ncentral Management ? Creating and deploying scripts ? Discovery Jobs ? Patch Management ? Office 365 Administration ? Managing networking infrastructure ? Detailed ticket recording Network Administrator RMGO - Loveland, CO 2014 to 2018 I was previously employed by a National 501(c)(4) nonprofit. Originally hired to work in the mail shop, I worked my way up to head of mailing operations by the end of the year. In February of 2015, I was promoted to the IT department to work as a technician. I was again promoted to be the Network Admin in late August of 2015. I was responsible for maintaining and monitoring all company servers as well as ensuring smooth and efficient operation for 60 plus users. I handled a wide range of tasks including coding web pages, scripting database tasks. My official job description was, "If it plugs into the wall, I'm the one to fix it." Notably, I completed a project to nearly double the wiring in our new location in Loveland with about 50 drops. Even more recently I performed a cutover migration from Rackspace to Microsoft Office 365, saving the company thousands per year. Primary Duties: ? Monitoring daily operations of service applications, physical performance, and hardware health for company servers as well as antivirus suites. ? Managing Virtual Servers. ? Running and Writing MySQL scripts. ? Managing company email accounts (Office 365). ? Managing networking infrastructure ? Ensuring proper functionality of all company PCs and phone systems. ? Maintaining strict file security. ? Managing Active Directory (and LDAP). ? Cable Running \ Making. ? Deploying approved software. ? Coordinating with various departments to ensure subscriptions are kept up-to-date. ? Maintaining and configure VPN connections, allowing users to connect to local resources remotely. Technology Intern Eaton High School - Eaton, CO 2010 to 2011 I was an intern

for the Weld Re-2 school district. My main duties included imaging new computers and fielding miscellaneous issues. I spent quite a lot of time working with Clonezilla and Ghost, setting up and imaging computers, which I would then lock changes to with DeepFreeze. During my time there, I worked very extensively with Linux as nearly all of our lab machines ran Ubuntu. Because of my internship, I am fluent in the operations of linux drivers, CRON task scheduling, bash terminal, managing services, etc.

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