

Sr. Systems Engineer Sr. Systems Engineer Sr. Systems Engineer - Kalleo Technologies Seattle, WA An IT professional with 7 years of experience in supporting and administering networks, systems, software, hardware, operating systems, and workstations; in addition to configuration, optimization, implementation, diagnostics, and troubleshooting. Authorized to work in the US for any employer Work Experience Sr. Systems Engineer Kalleo Technologies - Paducah, KY January 2017 to Present Manage technological environments of 200+ nationwide clients with unique infrastructures Perform advanced configuration of firewalls, routers, switches, and access points including, but not limited to Cisco, Barracuda, NETGEAR, Aerohive, Open Mesh, Sonicwall, EnGenius, and Juniper Implement and manage VPN functionality using site-to-site and remote access VPN Planning and deployment of advanced network infrastructures Configure and troubleshoot Windows AD server environments Deploy and maintain Group Policy infrastructure Management of multiple virtual server environments including Citrix Xen, VMware, Hyper-V, and Azure Administration through RMM utilities such as LabTech and Nagios Administration of email through on premise Exchange, Office365 Exchange, and Google Suite Operate ConnectWise ticketing platform to document and track service progress Systems Administrator Techonsite - Marina del Rey, CA August 2015 to September 2016 Manage servers, networks, software, and workstations of 150+ unique businesses Research and implement efficient and effective methods to increase technological productivity and consistency Advanced management and implementation of Microsoft Windows and macOS Utilize remote access utilities including ScreenConnect and TeamViewer Creation and deployment of scripts for printer and program management Mobile device management including iPhone and Android Utilized GFI MAX RemoteManagement for PC management and maintenance Implement virus cleanup services through software such as Webroot, BitDefender, Windows Defender, and Kaspersky Write monthly IT blog articles and maintain WordPress page for techonsite.com Level II Technical Support Intern West Kentucky & Tennessee Telecom Cooperative - Mayfield, KY May 2015 to August 2015 Diagnose broadband, phone, and television issues over the phone to ensure optimum service performance and customer satisfaction Provide generalized support to customer's Windows, Mac, and Linux devices Act as

level 1 support for service problems and dispatch technicians when needed Operate iVUE ticketing platform to document and track service progress Complete on-site installation of service equipment as well as provide computer repair services Education Telecommunication Systems Management Murray State University - Murray, KY 2012 to 2015 Associate in Arts West Kentucky Community and Technical College - Paducah, KY 2010 to 2012 Skills Cisco Routing, Switching, and Security (5 years), Network Administration (5 years), Cisco ASA (3 years), Windows Server Administration (6 years), Group Policy (5 years), Vmware (4 years), Citrix Xen (4 years), Hyper-V (4 years), Wireless (6 years), Windows (7 years), Linux (2 years), Microsoft Office (8 years), Office 365 Administration (6 years), Microsoft Azure (3 years), AWS (4 years), Troubleshooting (8 years), Cisco Meraki (4 years), Active Directory (6 years), Printers (7 years), Exchange Server (5 years), Cisco, Exchange, SQL, VPN, DNS, MPLS, Security, firewalls, LAN, Networking Links <http://linkedin.com/in/danielshutt> Certifications/Licenses Cisco Certified Network Associate (CCNA) May 2015 to May 2018 The CCNA Routing and Switching certification provides you with networking fundamentals and the means to stay relevant with next generation technology. CompTIA A+ April 2015 to April 2018 The CompTIA A+ certification ensures the competency of IT professionals in installing, maintaining, customizing, and operating computers. Criminal Justice Information Services (CJIS) March 2019 to March 2021 The CJIS certification ensures that professionals in criminal justice conform to the same standards for data security and encryption. Transportation Worker Identification Credential (TWIC) January 2017 to Present TWIC is required by the Maritime Transportation Security Act for workers who need access to secure areas of the nation's maritime facilities. Groups McCracken County Support Services January 2017 IT Support Services provides PC, server, and infrastructure support to the McCracken County, KY local government. Additional Information SKILLS Problem Solving Communication Decision Making Self-Management Time-Management Conflict Resolution Adaptability Active Listening Transferable Skills Interpersonal Skills Leadership Creativity Attention to Detail

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