**Casey Blu Barrett**

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My IT philosophy has always been customer oriented. My strength has always been my approach to learning and willingness to learn. My goal is always to make sure to solve their issues and be sure they have a good experience. Having this attitude has made me a better technician and a better person. Learning all I can makes finding a resolution faster and customers happier.

**Skills -**

* Desktop support (OSx, Windows)
* Server support (OSx, Windows, Linux)
* Mobile support (Android, iOS)
* Citrix (Desktop, Mobile)
* Routing/Switching (Cisco, Fortinet, SonicWALL)
* Cisco Phones (UCM)
* Cisco Wireless (APs, WLC, Meraki)
* Printer Support
* Multiple Client Support (Medical, Manufacturing, Schools, Government)
* Thin client support (HP Mobile, Dell Wyse)
* Veeam Backups
* VMware administration
* PowerShell automation
* O365 Management
* AzureAD Management

**Professional Experience -**

* **Dell - 2009 - 2014 - Helpdesk Support**

While at Dell I was responsible for multiple contracts relating to both government work as well as supporting ADT/Tyco’s internal IT. Everything from passwords to assisting the administration teams (network/server) with maintenance and outages.

* + Desktop Support
  + Website Support
  + Multiple client support
* **Army - 2012 -2013 - 25B Information System Specialist – Army Veteran**

While deployed with the Army I was responsible for both server administration and network administration. From normal break/fix to standing up new equipment. I was also responsibly for the secure communications between military installations using network tunneling hardware and crypto keys.

* + Server Support (Windows)
  + Desktop Support (Windows)
  + Management of IT support structure
* **Zoom International - 2014 - 2015 - Installation Engineer**

While with Zoom I was responsible for the setup and installation of our Linux based software on VMs. This included multi-VM setups that would span as wide as 10 VMs. I was also responsible for any break/fix that came along with this setup. This software would record audio from various sources such as Cisco phones, Barix Instreamers, and any audio device that could send SIP packets.

* + Install/Support Linux based server and application
  + Connect with Cisco UCM for call recording
  + Connect with Barix Instreamers
* **Heritage Medical Associates - 2015 - 2019 - Network Analyst**

While with Heritage Medical I was responsible for maintaining the network as well as any new installations. This included working with vendors to get work done and installing new hardware myself. I was also responsible for helping to maintain server infrastructure and help setup new hardware. I was part of a two-man team that would handle these installations.

* + Desktop Support (Windows, OSx)
  + Server Support (Windows, OSx)
  + Veeam Backups
  + Network Support (Physical/Virtual)
  + OPT/Ultrasound Equipment
  + Imaging for Desktops
  + HP Mobile Thin Clients
  + HP Device Management Software
  + XenMobile Device Management
  + Printer Support
  + VMware
  + Access Control (Physical)
* **Advanced Network Solutions – 2019 – 2021 – Tier 3 Engineer**

While with ANS I was responsible for the break/fix of both server and network infrastructure. This was across more than 50 clients and included on-site work. This included multiple networks and infrastructure designs.

* + Desktop Support (Windows, OSx)
  + Server Support (Windows)
  + Firewall Support (FortiGate, Sophos, SonicWALL)
  + VMware
  + Switch Support (Dell, Cisco)
  + Project support
  + Emergency on-site support
  + Training and Documentation
  + Vendor coordination & troubleshooting
  + O365 Management
* **Image Quest – 2021 – 2022 – Systems Administrator/Network Administrator**

While with Image Quest I was responsible for mostly network administration using Cisco Meraki equipment. This included working with remote techs to get new sites setup for large banking/financial clients and medical facilities. I was also responsible for break/fix on the server infrastructure for our client base of over 100 clients. I was also part of a two-man team responsible for automating reporting on things in O365 and servers. This included gathering details on administrators, domains, email forwarding, and MFA status.

* + Server Support (Windows, some Linux)
  + Network Support (Cisco Meraki, FortiGate, Sophos, SonicWALL)
  + Network Administration
  + Automation via PowerShell in both local and cloud solutions. (Azure, Exchange, Servers, Desktops)
  + VMware
  + Training and Documentation
  + Process refinement for Admin and Helpdesk levels.
  + Security appliances and applications such as Arctic Wolf and KnowB4
  + O365/AzureAD Management
* **National Seating and Mobility – 2022 - 2023 – Network Engineer**

While with NSM I was responsible for the configuration of over 200 branches across US and Canada using Cisco Meraki, Cisco Firepower, Azure, and Fortigate networking. I assisted in the deployment of a VDI environment from the networking perspective based in Azure. I have also worked with the Cisco Meraki API for managing networks and gathering details about how the network is configured.

* + Network support (Cisco Meraki, Cisco Firepower, Fortigate)
  + Azure Networking
  + Cisco Meraki API
  + Training and Documentation
  + Processes for helpdesk

**Personal Accomplishments -**

While with **Heritage Medical** I personally was responsible Internal projects such as:

* The setup and maintenance of our imaging software, Smart Deploy.
* The setup and deployment of Mac (OSx) laptops to providers.
* Setup and maintenance of HP Device Management for our mobile thin clients.
* The complete configuration of all 450+ printers in the company for a network change and scan to folder on the network share
* The wireless network design and setup of a new building we had built. (Westgate Commons, Franklin, TN)
* The redesign of all network closets to install new Cisco switches and clean up our wiring.

While at **Advanced Network Solutions** I was part of the team for:

* Replacement & configuration of the core switch stack (4 switches). For one of our biggest clients.
* Chasing down gremlins in the phone system, resulting in eventual replacement of many handsets and vendor support calls.
* Working with Dell for emergency priority support in getting server parts brought out and replaced

While at **Image Quest** I was personally responsible for:

* Automating the check for Log4J detections and gathering the details in an easily digestible format for our security team to start the remediation process.
* Automating reports from our clients O365/Azure Environments for both security and client remediation.

While at **National Seating and Mobility** I was personally responsible for:

* Creating our Azure footprint for VDI and server environments.
* Securing our Screen Connect and Meraki Cloud instances.
* Creating complete documentation for all datacenter locations down to mapping switch ports to devices.
* Upgrading Datacenters to 10g networking speeds.
* Unifying and creating uniform configurations for all 300 branches.

**Personal/Home Lab**

I have run a home lab for a good number of years. This includes a server, switch, and AP. My server is running Unraid currently however since 2016 it was running VMware until very recently. This server is connected to my switch via a 10G fiber connection as well as the switch to my desktop via 10G fiber connection. I use Ubiquity APs as well. I run between 7 and 10 docker containers for my home network and personal use. This includes using a backup solution for my server’s data to CrashPlan, a Dynamic DNS resolver to my personal domain, Plex server, Unifi Controller, PiHole server, and gaming servers. I also run various VMs on top of these containers for random projects and tinkering that I wish to do. These vary from Windows server, Windows desktop and Linux servers. Typically, Ubuntu due to the support it has.