Alexander Ryan Shepherd

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Summary

Multifaceted information technology professional with over 5 years of on-the-job experience in deploying, maintaining, and supporting servers, providing customer support, automating system tasks, and providing network security. Resourceful and adept at establishing and maintaining long-term working relationships; skilled in assimilating highly technical product knowledge and clearly conveying information to others. Extensive system knowledge with expertise in installing and configuring software services and components, setting up and maintaining web servers, installing and configuring web content management suites.

Technical Skills

- Windows Server
- Linux Server
- VMware ESX
- Apache Web Server
- Network Security
- Joomla CMS
- WordPress CMS
- Magento EE
- HTML 5
- PHP
- MySQL
- C++
- JavaScript
- Adobe Photoshop
- Maya
- Unity
- Git
- Perforce

Certifications

- Comptia Security+ (SY0301) – 2011

- Microsoft Certified Technology Specialist (MCTS): Windows Server 2008 Network Infrastructure Configuration – 2011

- Comptia A+ (220-801 and 220-802) - 2013

Professional Experience

Ace Mart Restaurant Supply (March 2014-October 2015)
Web Content Developer

- Designed, developed, deployed, and maintained informational websites in WordPress, Drupal CMS, and static PHP websites.

- Developed modules and plugins to extend functionality of CMS websites.

- Installed and developed Magento EE modules, and themes.

- Built custom API web services, and web applications with Zend, Slim Framework, and Backbone.js MV*.

- Performed routine maintenance and updates to e-commerce website.

- Established best practice procedures for deploying web applications using Git. Maintained private Git repository.

- Managed domain name renewals, records, and transfers.

- Built, documented, and maintained LAMP stacks on Linux-based cloud servers.

- Automated a process to automatically generate and send out weekly reports for each team member which saved man hours of manually typing reports.

- Wrote security and network defense policies and procedures for protecting virtual assets.

- Hardened, maintained, and monitored firewall rules on cloud servers.

US Army (2011-Present)
Maneuver Control System (MCS) Technician

- Maintained, operated, and configured four Sun Servers running VMWare ESX, and routinely configured and managed patching for multiple virtualized systems running Windows Server 2003 and Windows Server 2008.

- Completed over 50 help desk requests for internal users for over 55 laptops running Windows XP and Windows Vista.

- Planned and implemented the migration of over 55 laptop computers from Windows XP to Windows Vista.

- Administered routine software updates to over 55 laptops computers running Windows XP and Windows Vista, and 10 virtualized servers running Windows Server 2003 and Windows Server 2008.

- Planned, maintained, and implemented PowerShell and Batch scripts which served to effectively automate routine system maintenance tasks.

- Performed routine duties of adding and removing users and computers, creating and removing security groups, and other expected administrative tasks in Active Directory.

US Army (2010-2011)
Information Management Officer (IMO)

- Planned, organized, and implemented BitLocker Drive Encryption on over 100 internal information systems running Windows Vista.

- Built, configured, and maintained a Windows Server 2003 file server which provided reliable external file storage to over 100 internal employees.

- Planned, organized, and facilitated video teleconference meetings for the executives and officials of my organization.

Education

Full Sail University (2016-present)
Pursuing Bachelor of Science degree with a concentration in Game Design. (Expected graduation: January 2019)