

Christopher Barcala

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Accomplished Client Systems Engineer with 14 years' experience providing outstanding customer service to a variety of external and internal customers. Skilled in End-Point Management with a focus on coding automated solutions for Office 365/Active Directory Account Management. ITIL Certified and proficient in building Requests and Workflows in Service Management Software including System Center Service Manager and ServiceNow. Looking to continue growing my skills in the ServiceNow Platform and continue building solutions.

Skills:

System Administration: Microsoft Windows 7/8/10 - Microsoft Windows Server 2012 - Microsoft Office Suite - Mac OS - iOS - Android - Active Directory Administration - Office 365 Exchange PowerShell - AirWatch MDM - SCCM - System Center Service Manager Administration & Development - ServiceNow Administration & Development

Development: JavaScript - HTML - CSS - Bootstrap - jQuery - AJAX - JSON - API - Node.js - Git - MySQL - Web Development & Responsive Design - Agile Development Methodologies - Test Driven Development - Object-Oriented Design & Development

Professional Experience:

IT Client Systems Engineer / Sound Transit / Seattle, WA 2018 – Present
As a Client Engineer, I took full ownership of any Office 365 Exchange or Active Directory scripting solutions needed. One project was a need from Leadership to make Staff and Consultant calendars visible throughout the Agency. I created a 365 PowerShell script that used Active Directory Security Groups in order to populate the appropriate permissions to All Staff and Consultant Calendars. This script was also setup to be automated with full logging reports. Other scripts created include:

- Office 365 Room Resource Creation with advanced PowerShell features not found in the GUI.
- Office 365 Shared Mailbox Creation with advanced PowerShell features not found in the GUI.
- Active Directory PowerShell script to perform a cleanup on Agency-Wide Telephone and IP Phone fields for the Cisco Jabber rollout.

As a Service Manager Administrator/Developer, I worked with various internal IT and external customer teams to gather requirements and develop new processes and workflows for them in the Ticketing System. I also modified the Change Process per the Change Managers requirements. Along with creating new workflows for ITAM, EAMS, and various internal IT processes, I also modified extensive Ticket Email Notifications using HTML.

With the knowledge acquired from administrating the Service Manager Ticketing System, I was asked to participate and help the ServiceNow Launch. As a member of the ServiceNow Admin team, I worked to setup/install Mid Servers for Discovery. Using Agile Development in Microsoft Teams, I helped the team build over 100 Service Requests prior to Launch. I created Catalog Items, UI Policies, and Custom Flows. I used JavaScript to create Client-Side Scripts, including GlideAjax calls with modifications to existing Script Includes.

I recommended and implemented Jamf Pro to manage the Agency Macs more efficiently and architected solutions for configuration policies, software packages, and reporting that were non-existent for Macs. This allowed my team to quickly create and deploy software to Macs including highly necessary Security Software such as Carbon Black, FortiClient and Sophos. The Client Engineering team can now easily manage Macs in the Agency and deploy necessary configurations and software using my extensive documentation for Jamf Pro.

IT Client Systems Administrator / Sound Transit / Seattle, WA

2017 – 2018

Fulfilled the role of Tier 3 Support for the Service Desk in the Office 365 Exchange, Active Directory and Windows Environments. Created and maintained new Documentation for both Service Desk and the Client Engineering teams on Standard Operating Procedures as well as Troubleshooting Guides.

Created PowerShell scripts along with Documentation for my team to more efficiently handle Office 365 Exchange Administration that involved creating Room Resources, Shared Mailboxes, and day to day 365 Exchange Administration that require backend PowerShell not available in the GUI.

Created PowerShell Scripts for my Infrastructure Manager that include cleaning up all Users Telephone and IP Phone fields in order to prepare for an Infrastructure addition. Created and deployed packages for both Windows and Mac systems. Took ownership of the existing Ticketing System Service Manager and helped the Vendor recreate the system from scratch onto a new Server.

Mac Specialist - Consultant / Sound Transit / Seattle, WA

2016 – 2017

Recruited in to fill the void of support for Agency Macs. Provided outstanding customer support for all Mac users in the Agency while also acquiring knowledge of the Windows Enterprise environment. Served as the primary point of contact for the Creative Services and IT Development department. Developed and maintained documentation for the Mac and Tablets that was non-existent previously. Acquired knowledge of Active Directory, Office 365 Exchange, PowerShell and MDM while in this role to become Tier 3 Support for the Service Desk.

IT Consultant / Machattan Inc / New York, NY

2008 – 2016

Provided insightful and friendly support to multiple clients, taking absolute responsibility as the point of contact for each, while earning clients trust due to my patience and empathy. Provided onsite, face-to-face expertise and training to Users, Partners and CEOs.

Continued my FileMaker Developer role to work with various clients with the creation of new and troubleshooting of existing FileMaker Databases. Took ownership of each project as the sole FileMaker Developer in my company. Gathered requirements from different departments at each client to continue to develop their databases.

Advised, supported and managed all client/server projects including Software/Hardware rollouts and upgrades.

Client Systems Administrator / Hirschhorn & Young Graphics / New York, NY

2003 – 2008

Maintained all aspects of technology including printing, software deployment, telecommunications, audio/visual, inventory, digital asset management, font licensing, backups and servers.

Took self-initiative to learn and become the in-house FileMaker Developer. Managed existing databases and developed all new projects using FileMaker Pro by gathering requirements from various teams. The FileMaker Database was crucial for the day-to-day ticketing, asset inventory and timesheet system of the company.

Education:**Herbert H. Lehman College, New York**

Bachelor of Computer Science

Computer Graphics Minor

Honors: Golden Key National Honor Society, Dean's List, Scholar-Athlete**Training / Certification:**

Automating Administration with Windows PowerShell

2017

Enabling and Managing Office 365

2017

ITIL v3 Certification

2018

University of Washington Full Stack Development Coding Bootcamp

2019-2020