

Objective I am an experienced technology professional with 9 years of experience and a passion for all things automation. Throughout my career, I've been exposed to many different technologies in both a personal and professional capacity, and I am always driven to learn everything I can about them. I am looking for an opportunity that will bring new challenges, allow me to deepen my skillset, and that will allow me to make an impact on an organization by using technology to increase efficiency and productivity.

Professional Experience

Crown Castle – Digital Transformation Organization	Canonsburg, PA
Senior Desktop Analyst	May 2018 to Present
Desktop Analyst	August 2017 to May 2018

As a Senior Desktop Analyst at Crown Castle, it is my primary responsibility to manage and administer the implementations of SCCM and Citrix in a nationwide environment of over 6000 devices. I am responsible for testing and deploying monthly security and quality updates, Windows feature upgrades, OSD task sequences, and other applications as required by the business. I transitioned our OSD process away from MDT to SCCM to allow for centralized management of the PC build process and developed a custom OSD front end and various automation scripts in the process. In addition, I regularly develop PowerShell scripts to assist with the automation of common tasks in our environment and distribute them to the team to improve our overall efficiency. I manage and maintain our Citrix environment, creating new applications and VMs as needed and maintaining our maintenance machines to ensure a secure and seamless user experience. My other responsibilities included serving as a point of escalation for various business critical applications and for tier three support.

Carlow University – Information Technology Division	Pittsburgh, PA
Computer and Media Specialist	June 2014 to August 2017

As a Computer and Media Specialist, I was responsible for performing incident management for tier two and three tasks for the constituents of the University. My daily duties included resolving incidents escalated to me through a ticket system by our tier one support and managing various systems and processes entrusted to and administered by me. I was responsible for the implementation of and administration of WDS in our environment, the administration of our Faronics Deep Freeze installation, and for the restructuring and administration of our Pharos implementation. I was responsible for the management and administration of print systems, both through Pharos and more traditional solutions, across campus. I was also involved in the implementation and management of Dell KACE as a solution for software updates, for use as a service desk platform, and for inventory.

Saint Vincent College – Information Services	Latrobe, PA
Senior Service Desk Technician	August 2010 to May 2014

As a Senior Service Desk Technician, I was primarily responsible for performing incident management for a variety of issues across campus. I worked with faculty, staff, and students both in person and over the phone to restore service to them in a manner consistent with our SLA. In cases where resolution of the

issue was beyond my control, I was responsible for escalating the issue as required and determining the information necessary for our problem management process.

**Technical
Summary**

Automation Technologies - Powershell, System Center Configuration Manager, Docker, Ansible
Virtualization - VMWare, Microsoft Hyper-V, Citrix Hypervisor
Enterprise Technologies - Citrix Virtual Apps and Desktops, ServiceNow, Microsoft Active Directory
Operating Systems - Windows 7/8.1/10, Server 2012/2016/2019, Linux

Certifications

Citrix Certified Associate – Virtualization (CCA-V)
Microsoft Certified: Azure Fundamentals

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Education

Saint Vincent College Latrobe, PA
Major: Physics

Bachelor of Science, May 2014
Minor: Chinese Language and Culture

Volunteering

Pittsburgh Japanese Culture Society
Field Marketing Supervisor

Pittsburgh, PA
January 2017 to Present

References

Available upon request