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**OBJECTIVE**

Results-driven and detail-oriented Systems Administrator with 5 of experience in configuring, maintaining, and optimizing diverse IT infrastructures. Proven expertise in server administration, network management, and security protocols. Adept at troubleshooting complex technical issues and implementing effective solutions to ensure seamless system operations. Seeking a challenging Systems Administrator to leverage my technical skills, contribute to system efficiency, and drive the success of the organization through innovative IT solutions.

**EDUCATION**

* **Bachelor of Computer Science,** Minnesota State University Moorhead, *2008-2011*
* **Associate of Applied Science,** Anoka Technical College, *2006 – 2008*

**RELATED SKILLS**

**Operating Systems:** Proficient in configuring, troubleshooting, and optimizing Windows operating systems, including Windows 7, 10, 11, and various Windows Server versions.

**Windows Server Management:** Proficient in the administration of Windows Server operating systems, spanning versions from 2008 to the latest 2019 release. Skilled in deploying, configuring, and maintaining server environments to ensure seamless operations. Adept at managing server roles and features, implementing security measures, and optimizing performance. Experienced in troubleshooting server-related issues and maintaining up-to-date documentation of configurations and procedures.

**Networking:** Experienced in configuring and optimizing network settings, proficient in networking protocols such as TCP/IP, and skilled in essential services like DNS and DHCP. Adept at managing firewalls, switches, and routers to enhance network security and facilitate smooth data transmission. Familiar with wireless networking technologies, including setup, security configurations, and troubleshooting, as well as configuring Virtual Private Networks (VPNs) for secure remote access.

**Virtualization**: Experienced in VMware and Hyper-V for efficient resource management. Proficient in deploying and configuring virtual machines, optimizing performance, and implementing backup strategies. Skilled in troubleshooting virtualization issues, enhancing system flexibility, and reducing hardware costs through effective virtualization solutions.

**Security**: Solid grasp of security best practices, adept at implementing and maintaining robust measures including firewalls and access controls. Proactive in identifying and mitigating security risks, staying updated on cybersecurity threats, and ensuring a secure computing environment through continuous monitoring and adherence to industry standards.

**Scripting**: Proficient in PowerShell, Bash, and Python for automating tasks, enhancing system efficiency, and streamlining processes. Experienced in developing scripts for configuration, log analysis, and routine maintenance. Adept at creating tailored scripts to meet organizational needs, contributing to enhanced productivity and seamless IT operations.

**Backup and Recovery:** Experienced in implementing robust backup strategies for data protection and swift recovery. Proficient in utilizing backup solutions, conducting regular tests, and optimizing schedules to minimize downtime. Adept at ensuring data resilience and quick system restoration in alignment with organizational objectives.

**Troubleshooting:** Proven in promptly identifying and resolving complex technical issues to minimize downtime. Skilled in systematic approaches, troubleshooting tools, and diagnostic methodologies to analyze and resolve problems efficiently in dynamic IT environments.

**CERTIFICATIONS**

* **Microsoft MCSA,** Microsoft, *September 2018*

**WORK HISTORY**

**MEA Energy (Contract)**

*Product Support Specialist* *March 2023 – Present*

* Built Excel document processing software using Java and the NETBeans IDE which saved hundreds of hours of company time.
* Utilized AI tools to assist with writing code and integrated them into my programming workflow.
* Wrote scripts in PowerShell to manage company file structure to assist with managing thousands of files during migration.
* Built AI Chatbot using Python and integrated with company data to assist my team with responding to customer questions.

**Sovos (Contract)**

*Software Support Analyst* *November 2022 – February 2023*

* Provided software and technical support to companies and clients.
* Worked in Salesforce to manage cases and create tickets.
* Supported customers during the busy and stressful tax season with over 2,000 calls a day.

**Business Owner**

*Social Media Entrepreneur* *November 2019 – November 2022*

* Performed animation, editing, and design on videos for social media platforms.
* Primarily used the Adobe Suite for my work including Photoshop, Animate, Audition, and Premiere Pro.
* Used art and animation to tell compelling stories to a worldwide audience.
* Managed business-related tasks including creation of the LLC and financial affairs.

**EO Johnson**

*Systems Administrator* *March 2018 – November 2019*

* Managed and workstation and servers via Kaseya and Datto Remote Management Systems.
* Used Autotask on a day to day basis to handle tickets and manage information.
* Referenced and updated Confluence to organize client information
* Troubleshooted a network of over 10,000 workstations, servers, hosts, and devices.
* Updated and managed Office 365 accounts.
* Troubleshooted Fortigate firewalls and updated network policies, VPN, wireless, and application control.
* Provided support for common user email, network, authentication, and printer issues.
* Configured DHCP, DNS, Active Directory, and Exchange systems.

**E-Technical**

*NOC Engineer* *November 2017 – March 2018*

* Performed overnight support for network, server, and desktop issues.
* Configured and deployed a large volume of Watchguard firewalls to 911 ECN network.
* Employed ConnectWise, Automate, and ITGlue, and ScreenConnect for work management.

**JDL Technologies**

*Systems Engineer* *August 2015 - September 2017*

* Worked with clients running Citrix vSphere, XenApp, XenDesktop, and Workstation Player.
* Configured VMWare with Windows Server 2008 and 2012.
* Managed and deployed telephony 3CX and Avaya phone system.
* Built, installed, configured, and administered corporate and company SharePoint environments.
* Provided 1st level support for critical system outages related to SharePoint, network, SQL, and Windows Server issues.
* Participated in company network upgrade including VLAN, wireless, firewall, and Cisco solutions.
* Managed Veeam and BackupExec tape solutions with disk and tape replication systems.
* Provided end level desktop and helpdesk support for corporate environment.
* Implemented SQL based BrightGauge and ConnectSmart solutions for company reporting.
* Tracked time, tickets, and clients within ConnectWise environment.
* Managed and developed and LabTech monitoring systems.
* Managed, installed, licensed, and configured VMWare virtual operating systems and environments.

**Volt-VMC / Microsoft**

*SharePoint Engineer* *September 2014 – August 2015*

* Diagnosed, analyzed, and repaired highly technical issues for SharePoint 2010 and SharePoint 2013.
* Integrated knowledge of related technologies including SQL Server 2008, SQL Server 2012, Windows Server 2008, Windows Server 2012, IIS, and PowerShell.
* Employed diagnostics tools including ULS Viewer, Fiddler, WireShark, NetMon, SETH, ROIScan, OPUtil, and Process Monitor.
* Setup and maintained a complete SharePoint lab environment including Active Directory.
* Provided critical system outage support for fortune 500 company administrators.