Dominic McFee

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Professional Summary

Experienced Network Administrator with over 10 years in IT, specializing in high-availability environments within the manufacturing sector. Proven expertise in system migrations, virtualization, ERP integration, and IT infrastructure management, with a strong focus on cost reduction, uptime maximization, and process efficiency. Recognized for technical troubleshooting skills and adaptability in both team and independent work settings. Proficient in a broad range of tools, systems, and methodologies.

Professional Experience

Acemco Incorporated
Network Administrator
February 2014 – Present

- **Infrastructure Management**: Oversee the entire network infrastructure across three locations, ensuring continuous operations, cost control, and system efficiency for a 24x7 environment with 250+ users.

- **Systems Migration**: Led the transition from Windows Server 2003 to VMware-hosted Windows Server 2019, reducing physical hardware costs by 30%.

- **Backup and Recovery**: Manage Veeam backups, achieving 100% data recovery capability and ensuring uninterrupted data availability.

- **ERP and Data Reporting**: Utilize Powershop ERP system and SQL for data exports, delivering critical reports for departments like Accounting, Finance, and HR. Maintained ERP stability, reducing downtime by 20%.

- **Training and Team Leadership**: Train and supervise IT Support staff, streamline onboarding/offboarding processes, and manage AD/O365 profiles and computer setups.

- **System Upgrades**: Spearheaded the adoption of Office 365, IP phones, security cameras, and printers, enhancing overall IT capabilities.

- **Network Optimization for Production**: Implement network communications for critical manufacturing equipment (e.g., CNC machines, lasers), ensuring optimal performance and minimal downtime on the production floor.

Terryberry
IT Support
2012 – February 2014

- Provided end-user support for 100-150 employees, managing server operations, user setup, and backup procedures.

- Administered SQL database queries for sales lead generation and performed data management for targeted email campaigns.

- Executed Active Directory management tasks and performed server maintenance for high availability.

Muskegon Community College
Helpdesk Assistant
2010 – 2012

- Delivered frontline technical support for faculty and staff, handling hardware, network troubleshooting, and ticketing.

- Developed customer service skills and ticket management experience, supporting timely and effective issue resolution.

Education

Baker College

- MBA in Information Systems

- Bachelor's in Business Administration

Technical Skills

Systems Administration:
MS Windows, Office 365, MS Servers, Active Directory, VMWare ESXi

Network & Security:
Meraki Firewall, Barracuda Email Filtering, Ubiquiti Access Points

Backup & Data Recovery:

Veeam, Symantec Backup Exec

Data Management & Reporting:

SQL Management Studio, Powershop ERP, Sybase, EDI/ASN

Other Tools:

Mitel IP Phone System, Jira, Confluence, VNC