**Brandon Craig - Washington DC**

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| **Objective** Skilled Information Technology and Customer Service Professional, with experience providing PC and Client/Server tech support for small, medium, and large sized businesses as well to government agencies. Experience diagnosing, troubleshooting and resolving client issues with hardware maintenance, application support, web base application support and training, installations and upgrades.  An articulate, flexible and personable communicator with excellent skills in client and vendor relations. |

**Certifications**

Microsoft Azure Administrator CompTIA CASP ITIL® Foundation Certificate

MCITP Windows 7 CompTIA Security+ CE

MTA Windows Server 2008 CompTIA Network+ CE

MCTS 2011 SharePoint® 2010, Configuration CompTIA A+

MTA Windows Server 2008

**Experience**

Systems Engineer (Endpoint Engineer)

NFF/ Octo Jan 2024-Aug 2024

Key Responsibilities:

* Create configuration policy in Intune
* Created and edited PowerShell scrips for deployment
* Remediation of vulnerabilities of workstations
* Create update scheme in Tanium
* Transition updates from Intune to Tanium
* MECM Endpoint protection
* Maintaining endpoint security
* Creation weakly reports of Tanium installation throughout enterprise.
* Manage decommissioning of Ivanti servers and uninstall of Ivanti agents on Workstations
* Respond client requests and provides technical support and training to end users
* Identify, research, and resolve technical issues; escalates complex inquiries
* Use ServiceNow for incident logging and ticket tracking

Key Achievement:

* Deploy Tanium Client to over 85% of Workstations
* Transition from Ivanti and Intune to Tanium

Systems Engineer (Automation-SCCM- Configuration Manager)

Sirius/CDW/NYC/ Fresh Market Dec 2022-May 2023

Key Responsibilities:

* Collaborated with stakeholders create Configuration Automation of server infrastructure
* Created and edited PowerShell scrips to support automation
* Updated Configuration manually for remediation of server infrastructure
* Perform Day-To-Day System Center Configuration Manager tasks.
* Testing, editing, and creation of GPOs in AD
* Remediation of vulnerabilities of server infrastructure.
* Server Updates and testing via SCCM and WSUS
* MECM Endpoint protection
* Maintaining endpoint security
* Creation of SCCM daily remediation reports
* vSphere and Nutanix testing of software and scrips
* Update SQL servers from service pack 2 to service pack 3
* Edit Automation via SCORCH
* Respond client requests and provides technical support and training to end users
* Identify, research, and resolve technical issues; escalates complex inquiries
* Use ServiceNow for incident logging and ticket tracking

Key Achievement:

* Automation of all server updates for server infrastructure
* Updated all SQL servers to latest service pack.

Systems Engineer (SCCM-RDP-AD)

Artech/Kyndryl/NYC transit June 2022-Dec 2022

Key Responsibilities:

1. AD GPO testing
2. Remediation project of desktop infrastructure
3. Troubleshoot failed SCCM deployments and SCCM health issues.
4. Created documentation and reports of failed configuration
5. PowerShell Scripting
6. Creation of SCCM daily remediation reports
7. Research and create PowerShell VB script for enterprise project.
8. VMware testing of software and scrips

Key Achievement:

* Created master list of desktops that was remediated.
* Created and sent reports to upper management.
* Created PowerShell script for rebooting machine out of compliance.

Systems Engineer

Competitive Innovations June 2021-Present

Key Responsibilities:

1. Special Projects
2. Microsoft Training
3. Azure Training
4. Azure migration from on prem
5. AD integration in Azure
6. New Software testing in VM environment
7. ACAS scanning and vulnerability testing
8. Configuration management VM and physical servers
9. Creation of documentation and training guides

Key Achievement:

* Created documentation for moving VOIP to Microsoft teams.
* Obtain Microsoft Certification for use by company.

Systems Engineer (SCCM/AD)

Microsoft/ JIDO/DTRA February 2019- October 2020

Key Responsibilities:

1. Communicate plans, progress, and issues in a timely manner.
2. Perform Day-To-Day System Center Configuration Manager tasks.
3. Performs other duties or special projects as assigned.
4. Developing and managing Microsoft Systems Center Configuration Manager with expertise in Operating Systems Deployment (OSD) for client OS deployment.
5. Operating in Microsoft Active Directory/Enterprise environment in order to provide support to Windows 10 environment.
6. Interact with a variety of users and determine needs/issue and bring to a resolution.
7. Install images, troubleshoot, and repair Windows 10 deployments.
8. Create, modify, and maintain various network and system documentation, Visio drawings, procedural guides, user documentation, and other related artifacts.
9. Interact with non-technical staff and users, and comfortable speaking in public.
10. Perform best practices in systems engineering.
11. Administer general SCCM 2012 daily administration.
12. Create and administer advertisements, programs, collections, and custom reports in SCCM.
13. Troubleshoot failed SCCM deployments and SCCM health issues.
14. MECM deployment to manage servers
15. Administer SCCM software delivery, including various methods such as running advertised programs, machine targeted, user targeted, Application Library, and Software Center.
16. Administer the SCCM tool set back end to keep the system running and healthy, including changes to the core components and settings, backups, restores, software delivery, client heath, reporting, boundaries, and bandwidth settings.
17. Manage and administer SCCM client health, including the process of getting clients healthy.
18. Packing, testing, and deploying new software and update versions.
19. Perform general SCCM administration and troubleshooting.
20. Updated SCCM version to current branch (1700’s, 1800’s and 1900’s)
21. Testing Server 2019 and managing licensing of newly image servers.
22. Endpoint management
23. MECM Endpoint protection
24. Maintaining endpoint security
25. Installation and operation of BitLocker
26. Management and testing GPO’s
27. Automate Operations Manager with PowerShell
28. Ticket and project tracking in BMC Remedy
29. Test and created documents for Azure migration
30. Testing and troubleshooting of SQL
31. Installation of SQL DB for SCCM
32. Review, maintain and enforce approved procedures and quality standards
33. Perform installation and troubleshooting of software; including all service packs, hotfixes, for all approved systems and devices.

Key Achievement:

* Resolved configuration issue bring infrastructure back in compliance
* Created scrips for AD to integrate SCCM
* Updated SCCM to current branch.
* Trained junior admins
* Followed best practices for SCCM/MECM
* Crated SOP following best practice.
* Created reports for upper management
* Identify, research, and resolve technical issues; escalates complex inquiries

Enterprise Architect (SCCM) (US Coast Guard/ TISCOM)

GDIT/CSRA May 2017– Feb 2019

Key Responsibilities:

1. Communicate plans, progress, and issues in a timely manner.
2. Perform Day-To-Day System Center Configuration Manager tasks.
3. Performs other duties or special projects as assigned.
4. Developing and managing Microsoft Systems Center Configuration Manager with expertise in Operating Systems Deployment (OSD) for client OS deployment.
5. Operating in Microsoft Active Directory/Enterprise environment in order to provide support to Windows 10 environment.
6. Interact with a variety of users and determine needs/issue and bring to a resolution.
7. Install images, troubleshoot, and repair Windows 10 deployments.
8. Create, modify, and maintain various network and system documentation, Visio drawings, procedural guides, user documentation, and other related artifacts.
9. Interact with non-technical staff and users, and comfortable speaking in public.
10. Perform best practices in systems engineering.
11. Administer general SCCM 2012 daily administration.
12. Create and administer advertisements, programs, collections, and custom reports in SCCM.
13. Troubleshoot failed SCCM deployments and SCCM health issues.
14. MECM deployment to manage servers
15. Administer SCCM software delivery, including various methods such as running advertised programs, machine targeted, user targeted, Application Library, and Software Center.
16. Administer the SCCM tool set back end to keep the system running and healthy, including changes to the core components and settings, backups, restores, software delivery, client heath, reporting, boundaries, and bandwidth settings.
17. Manage and administer SCCM client health, including the process of getting clients healthy.
18. Packing, testing, and deploying new software and update versions.
19. Perform general SCCM administration and troubleshooting.
20. Imaging and migration SCCM sever from Server 2008 R2 to server 2012 standard and enterprise.
21. Insulation of SCCM and SCOM client on servers.
22. Deploy management packs
23. Create monitors and rules
24. MECM Endpoint protection
25. Maintaining endpoint security
26. Tune monitors and rules for maximum benefit
27. Create and configure reports for IT and business consumption
28. Configure monitoring views and administrative tasks
29. Deploy monitoring for UNIX/Linux and Network Devices
30. Configure Operations Manager 2012 role-based security
31. Configure notifications, subscribers and subscriptions
32. Updated SCCM version to current branch (1700’s and 1800’s)
33. Automate Operations Manager with PowerShell

Key Achievement:

* Integrated software lifecycle and infrastructure of SIPR network under one management system
* Created and tested packages of new software for enterprise network.
* Created reports for management on network I manage.

Enterprise Architect (SCOM)

CompQsoft October 2016 – December 2016 (DLA)

Key Responsibilities:

1. Monitoring or server O/S, hardware, application, and other devices
2. Perform Day-To-Day System Center Operations Manager tasks.
3. Configure and administer Operations Manager 2012
4. Deploy monitoring for servers, applications and services
5. Deploy management packs
6. Create monitors and rules
7. Tune monitors and rules for maximum benefit
8. Create and configure reports for IT and business consumption
9. Configure monitoring views and administrative tasks
10. Deploy monitoring for UNIX/Linux and Network Devices
11. Configure Operations Manager 2012 role-based security
12. Configure notifications, subscribers and subscriptions
13. Configure general Operations Manager 2012 maintenance settings
14. Configure Operations Manager 2012 Gateway Server
15. Automate Operations Manager with PowerShell
16. MECM Endpoint protection
17. Maintaining endpoint security

Key Achievement:

Communicated with stakeholders for installation of SCOM on stakeholders’ servers.

Create new views for stakeholders

Created SOP for installation of SCOM

Created Firewall port map for operation of SCOM

Installed new certs from certificate authority on to servers

System Administrator – SCCM/SCOM (3rd Pacific Cyber Command)

DDC-ITS February 2016 – September 2016

Key Responsibilities:

* Administer general SCCM 2012 daily administration.
* Create and administer advertisements, programs, collections, and custom reports in SCCM.
* Troubleshoot failed SCCM deployments and SCCM health issues.
* Administer SCCM software delivery, including various methods such as running advertised programs, machine targeted, user targeted, Application Library, and Software Center.
* Administer the SCCM tool set back end to keep the system running and healthy, including changes to the core components and settings, backups, restores, software delivery, client heath, reporting, boundaries, and bandwidth settings.
* Manage and administer SCCM client health, including the process of getting clients healthy.
* Perform general SCCM administration and troubleshooting.
* Imaging and migration SCCM severs from Server 2008 R2 to server 2012 standard and enterprise .
* Insulation of SCCM and SCOM client on servers.
* Monitoring or server O/S, hardware, application, and other devices
* Perform Day-To-Day System Center Operations Manager tasks.
* Configure and administer Operations Manager 2012
* Deploy monitoring for servers, applications and services
* Deploy management packs
* Create monitors and rules
* Tune monitors and rules for maximum benefit
* Create and configure reports for IT and business consumption
* Packing, testing, and deploying new software and update versions.
* MECM Endpoint protection
* Maintaining endpoint security
* Configure monitoring views and administrative tasks
* Configure Operations Manager 2012 role-based security
* Configure notifications, subscribers and subscriptions
* Configure general Operations Manager 2012 maintenance settings
* Trouble shoot Windows server 2008 and 2012.
* Testing and troubleshooting of SQL

Key Achievement:

Daily operations of SCCM infrastructure.

Clean install of SCOM onto NIPR network.

Create reports of SCCM operations for upper management.

Created and edit task sequence for Imaging computers.

Jr. SharePoint Administrator

cFocus October 2015- February 2016 (Joint Base Andrews)

Key Responsibilities:

* Assist in migrating to the latest version of SharePoint.
* Provide end user support and troubleshooting.
* Analyze ULS Logs.
* Work closely with other administrators/developers who are creating and maintaining workflows, or integrating SharePoint with other systems like ERP or Active Directory.
* Monitor and maintain the production, staging and development farms.
* Analyze usage, identify and analyze performance issues, and maintain system health.
* Optimize performance of the SharePoint systems.
* Do repairs, upgrades, etc.
* Build and configure SharePoint farms, indexing and search services.
* Configure security and logging.
* Perform SharePoint system backups and restores.
* Participate in the development and testing periodic disaster recovery plans.
* Provide guidance and support for SharePoint related issues.
* Participate in and drive continuous improvement of the SharePoint infrastructure services.
* Assess new and relevant SharePoint technologies.​

Key Achievement:

* Daily operation of SharePoint.
* Respond to SharePoint customer request.
* Trouble shoot SharePoint issues.

Desktop Support Technician/IT Specialist (Secretary Defense Communications)

Nova Corporation February 2015- October 2015

Tier 2 System Administrator

Key Responsibilities:

* Provide VIP support for Sec. of Defense and designated deputies
* Provide IT support for all personnel in SD domain
* Create accounts, modify, and disable accounts for personnel in SD domain
* Track, investigate, and resolve VIP outages
* Blackberry and iPhone support VIP and SD personnel
* MS Exchange support SD personnel
* Prep IT equipment for VIP travel
* Support for all IT equipment and personnel under the SD domain
* Create new mailbox and email accounts in exchange 2010.
* Trouble shoot email issues in exchange 2010.
* Trouble shoot storage and file issues Windows Server 2008 R2
* Create, modify, and delete accounts and permissions active directory
* Install programs using SCCM client
* Monitor health of workstations and servers in SCOM

Key Achievement:

* Provide support to secretary of defense’s office

NOC Reporting Analyst/Lead NOC Change Manager (ITA – Pentagon)

Catapult Technology June 2014- Dec 2014

Key Responsibilities:

* Collect, organize and analyze organizational project data to assess customer satisfaction
* Author program related documentation as appropriate
* Process and track all critical incidents using BMC Remedy
* Maintain the latest status of the enterprise
* Perform product quality control
* Maintain a shift log to track all incidents, announcements, and/or maintenance
* Ensure all engineers provide current and final statuses after approved scheduled maintenance
* Maintain a written record of shift change meetings to document issues and events to be tracked for the next shift
* Conduct peer reviews and/or audits to assess compliance with stated requirements
* Ensure services comply with customer policies and meet the quality and performance requirements
* Design projects based on government criteria
* Assign MAC tickets to appropriate teams

Key Achievement:

* Create daily reports for proper operation of NOC
* Change manager assign tickets and work orders to proper group.

Systems Administration/Tier 3 Hardware Software support/Team Lead and After-hours VIP support

Knight Point System Jan 2014-May 2014 (DISA)

Key Responsibilities:

* Troubles shoot IT issues and track trouble tickets for DISA in remedy.
* Trouble shoot DNS compatibility issue with user machines.
* Consult with Tier 2 technicians to resolve end user tickets
* Monitor performance of NIPR and SIPR severs located at Headquarters
* After hours VIP desktop support
* Provide support for Tech refresh offices overseas.
* Reimage machines for end user support
* Migrate SharePoint from server 2008 R2 servers to server 2012.
* Trouble shoot Windows server 2008 and 2012.

Key Achievement:

* Responded to VIP support tickets within SLA’s

Network Specialist Senior (Office of Military commissions DoD)

DMInc August 2012-Dec 2013

Deskside Support

Powertek Corporation June2012-August 2012

DMInc April 2012-June 2012

Key Responsibilities:

* Manage bench IT inventory for OMC.
* Troubles shoot IT issues and track trouble tickets for OMC component in Remedy que.
* Provide Computer Administration of all IT equipment for OMC users.
* Active Directory management of OMC personnel permissions, security, and access of OSD network.
* Installed, configured, managed, and supported software and hardware.
* Manage migration from Windows XP to Windows 7 office OCA
* Provide support for Tech refresh offices overseas.
* Monitor systems using SCOM
* Travel and provide deskside support for OMC personnel
* Lifecycle refresh NIPR and SIPR XP to Windows 7 (image, deployment, trouble shoot)
* Monitoring or server O/S, hardware, application, and other devices
* Perform Day-To-Day System Center Operations Manager tasks.
* Configure and administer Operations Manager 2012
* Deploy monitoring for servers, applications and services
* Deploy management packs
* Create monitors and rules
* Tune monitors and rules for maximum benefit
* Create and configure reports for IT and business consumption
* Configure monitoring views and administrative tasks
* Configure Operations Manager 2012 role-based security
* Configure notifications, subscribers and subscriptions
* Configure general Operations Manager 2012 maintenance settings
* End user training Windows 7

Key Achievement:

* Migrate from Windows 7 to windows 10.
* Provide deskside support to customers.
* Travel with convening authority to provide IT support for Military trails

I.T. /Security/and SharePoint Administrator ( Navy FMO)  
Webster Data Communications Aug 2011-Feb 2012

Key Responsibilities:

* Providing configuration and SharePoint administration support for Naval Financial Management
* Create and update Standard Operating Procedures (SPO) for IT and FMO users based on policy set by the Dept. of the Navy and the Office of the Assistant Secretary of the Navy.
* Manage FMO security workgroups for FMO.
* Map user(s) to network printers and share drives and create folder(s) for user(s) on the share drive.
* Submit MAC requests to set-up user accounts, update user profiles, manage work group tools deactivate user accounts, and install legacy applications.
* Coordinate and support VTC/Audio conferences.
* Maintain detailed information on all IT needs from inventory of IT items to applications and programs on all FMO machines.
* Manage FMO SharePoint site by creating, deleting, and updating FMO SECNAV Portal accounts.
* Trouble shoot and repair Mac OS for high level VIP’s
* Supervise all vendors with repair and upgrades of FMO IT technology solutions.
* Build databases for IT and FMO needs.
* Provide training of software and security policy.
* End user training SharePoint 2010 and basic IT security
* Trouble permissions Active Directory

Key Achievement:

* Provide deskside and VIP support for SES officer at Navy Yard.

Help Desk Analyst   
HP Enterprise DMDC and DOD tier 1 - Feb 2011 – Aug 2011

Key Responsibilities:

* Provide remote administrated desktop and software support using Remote Desktop on DOD workstations.
* Provide logon support of various DOD and other secure government sites.
* Provide training and support to customers of hardware, applications, and web base applications.
* Provide support of CAC in a PKI environment.
* Verify security and reset of passwords for DOD network infrastructure.

Key Achievement:

* Provide frontline over the phone support for customers.