## Michael Bales

**a** (951) 660-3380 http://github.com/slapplebags www.mtbales.com

## Experience

2018 - **Associate Network Engineer**, *LogMeln*, Goleta, CA.

- Present Deploying and maintaining worldwide Cisco network infrastructure
  - Team lead for automation of recurring network deployment and maintenance tasks
  - Implemented internal documentation system centralizing the world wide IT documentation and support
  - Supported complete roll out of a new worldwirde VPN system

2017 – 2018 Network Engineer, Latitude 34 Technologies, Goleta, CA.

- Windows, Mac, and Linux user support expert covering all aspects of end user needs for 30+ companies in Santa Barbara and central California.
- Implemented internal documentation system and remote monitoring tools for client networks and infrastruc-

2015 – 2017 Senior IT Support Specialist, Outside Open, LLC, Santa Barbara, CA.

- Windows, Mac, and Linux user support expert covering all aspects of end user needs for 30+ companies in Santa Barbara and central California.
- Backend server management and configuration in Mac, Linux, and Windows environments. NAS and SAN deployment and management.
- VMWare and HyperV server migration, deployment, and management.
- Microsoft Office 365 and Google Apps support, migration and implementation.
- Deployed and managed several FreePBX phone systems
- New client onboarding and system deployment
- Cisco Networking equipment setup and maintenance for small to medium businesses
- GDPR compliance and enforcement

2011 – 2015 **IT Support Specialist**, *Brooks Institute*, Santa Barbara, CA.

- Managed 150 Windows PCs and 200 Mac OS faculty and lab computers.
- Casper, BigFix, Microsoft Exchange, Apple Remote Desktop.
- Setup and support Linux, Windows, and Mac servers.
- Managing Nagios alerting and monitoring
- Maintained BackupExec backups and tape archiving.
- Cisco Networking equipment setup and maintenance
- JAMF / JSS server setup, maintenance, image and software management

2010 - CEO and Founder, Santa Barbara Hackerspace, Inc., Goleta, CA.

- Present Founded the 501(c)3 non-profit organization
  - Managing day to day operations, classes, and events
  - Grew organization from 7 to 80+ members.
  - Work with our members to develop and maintain internal network, servers, and custom resources.
  - Maintain the internal network
  - Developed and maintain a camera security system and phone system

## Technical Experience

**Technologies** Linux, Windows, OSX, FreeBSD, Cisco, Juniper, PFSense, Sonicwall, Asterisk, Barracuda, Polycom,

Altium, Kicad, Eagle, SPICE Simulations, SQL, Azure, AWS, Apache, Citrix VM, Hyper V, Xen,

KVM, OpenScad

Languages BASH, Powershell, Asterisk, Python, C++, C

Certificates Apple Certified Associate Mac OS 10.11 & 10.12, CCNA 438144170190HMWN

## Personal Projects and Experience

Awards • First contractor to receive the Core Technology Group Bravo award for spearheading the integration of 400+ Jive Communications employees and computers into LogMeIn

- Projects Developed the hardware and software for the open source Tracksoar weather balloon tracker, and manage assembly, marketing, sales, and inventory
  - Built toolkit for automatic configuration and compilation of Samba 4 as a open source Active Directory replacement