Michael Bales

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Experience

2018 – Present **IT Support Specialist**, *LogMeIn*, Goleta, CA.
- Windows, Mac, and Linux user support expert covering all aspects of end user needs for 800+ employees across the West coast, Central US, Puerto Rico, Guatemala, and Brazil
- Implemented internal documentation system centralizing the world wide IT documentation and support materials
- Worked with the Cisco networking team to complete the roll out of a new 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 infrastructure.

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 – Present **CEO and Founder**, *Santa Barbara Hackerspace, Inc.*, Goleta, CA.
- Founded the 501(c)3 non-profit organization
- Managing day to day operations, classes, and events
- Grew organization from 7 to 60+ 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

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