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

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