HARLEY MCKENZIE

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SKILLS AND ABILITIES

- Amazon Web Services
  - Architecting and deployment of AWS resources within a hybrid network utilizing AWS resources for production and to provide redundancy to on-premise workloads.
  - Route 53
    - Domain registration & management
    - DNS zone administration: A, CNAME, SOA, SRV records etc.
  - S3
    - S3 lifecycle policies and migration to Glacier
    - S3 static web hosting
  - EC2
    - Automated provisioning of EC2 instances utilizing Auto Scaling groups, Elastic Load Balancers and CloudFront
    - Automated snapshots of EBS volumes for backup and recovery
    - Migration of production servers to latest generation instance types
  - WorkSpaces
    - Image/Bundle creation and maintenance
    - Workspace provisioning and configuration
  - VPC, IAM, AWS Tools for PowerShell, scripting and automated deployment and configuration of AWS services

- Networking
  - Configure, verify and troubleshoot IPv4 and IPv6 addressing and subnetting
  - Supernetting, HDLC, PPP, route summarization, HSRP (VRRP, GLBP)
  - Configuration and troubleshooting of VLANs
  - Dynamic Trunking Protocol, VLAN Trunking Protocol (v1 and v2) and native VLANs
  - Cisco Discovery Protocol, Link Layer Discovery Protocol and EtherChannel
  - Dynamic routing protocols. RIPv2, OSPF, EIGRP and BGP
  - OSI and TCP/IP Models. TCP and UDP protocols

- Windows Domain Administration
  - Administration of multi-site Active Directory topologies with multi-domain trusts
  - Creation of Group Policy hierarchy
  - Administration of replication between Domain Controllers in multiple sites/subnets including deployment of highly available and resilient Active Directory topologies

SKILLS AND ABILITIES (CONTINUED)

- Office 365 / Microsoft Exchange (2010/2013/2016)
  - Administration of multiple businesses, utilizing both hybrid and non-hyrbid environments
  - Interaction with Office 365/Exchange via PowerShell for the administration of user/shared mailboxes and Azure Active Directory
  - Utilizing OneDrive, Azure Active Directory and SharePoint services

- VMware vSphere
  - Administration via vCenter and direct ESXi access multiple sites utilizing snapshots and vMotion technologies integrating with Veeam for backup and recovery
  - Managing resource utilization and capacity. Datastores, virtual machine resources, VMDKs etc.
  - Performing major version upgrades of vCenter Server Appliances

- Customer Support
  - Establish solid work interactions with customers and stakeholders
  - Efficiently respond to internal and external customer requests, complaints and enquiries via phone, email and on-site support

- Proactive monitoring of all server and network resources utilizing PRTG, LogicMonitor and CloudWatch alarms
- ConnectWise, Manage Engine Service Desk Plus and Ivanti Service Manager for service request, incident and change management
- Helpdesk escalations from level 1 technicians
- Response and resolution of issues within defined SLAs
- Re-imaging and configuration of POS systems utilizing Windows Deployment Services
- Remote and on-site support for corporate workstations and applications including Microsoft Windows suite and Office applications.
- Administration of on-premise DNS and internet hosted domains
- Management, configuration and patching of customer routing/switching equipment. (Dell PowerEdge, Cisco, Juniper)
- Management of Citrix environments utilizing Machine Creation Services (MCS)
- Troubleshooting problems with third-party vendors

WORK EXPERIENCE

2018 – 2019	Systems Engineer / Cloud Engineer (Infrastructure), *Idea 11 Pty Ltd*
(1 Year)	Idea 11 is a Brisbane-based IT consulting company and Amazon Web Services advanced partner, based in Eight Mile Plains. We specialise in IT infrastructure, managed services, security, strategy and cloud technologies.

As Cloud Engineer my key day-to-day responsibilities have included:

- Managing customer's AWS, hybrid cloud, and on-premises infrastructure platforms
- Tier 2 – 3 support, maintenance and advanced troubleshooting across a wide variety of technologies
- Customer technology architecture recommendations and problem analysis
- Communicating with customers on technical items
- Managing, troubleshooting and resolving incidents, service requests, events and problems
- Process improvements through clear and written communication
- Customer site visits

2017 – 2018	Client Services Engineer, *Idea 11 Pty ltd*
(1 Year)	During my time as Client Services Engineer in the Idea 11 TechOps team, I had been responsible for completing numerous level 1 and level 2 support tasks on a daily basis.

Some of these tasks include, but not limited to:

- Liaising with clients and stakeholders

- Regularly providing on-site support

- Directly handled incoming support calls and provided remote assistance for a wide variety of issues in an environment valuing our client's needs above all else.

- The triaging of service request, incident and problem tickets

- Providing after hours support for any unexpected events or incidents, potentially causing a site-wide disruption of services

2012 – 2018	Shift Supervisor/2nd Assistant Manager, *McDonald's Corporation*
(6 Years)	Throughout my time as the Product Quality (PQ) Department Manager, I was primarily responsible for the management of the store's food cost results. This was done by setting and communicating goals to the Product Quality Department assistants and crew members.

After taking the opportunity of a full time Assistant Systems Administrator role for Bentleys QLD, I had chosen to move back to a casual Shift Supervisor position at McDonald's Warner, continuing to work one day per week.

Once reaching my 10 years of service at the company, I had chosen to resign from my position as Shift Supervisor to continue to focus on furthering my certification studies.

Other responsibilities I had undertaken during my time at McDonald's were:

- Develop and maintain a post-shift communication system across all 7 McDonald's restaurants in the franchise using a form-based web page (JotForm).

- Installation and Re-Imaging of NewPOS registers across the patch (Panasonic JS-960/JS-970/JS-980).

- Provide IT related assistance to other restaurants across the patch, supervisors and general manager.

2016 – 2017	Assistant Systems Administrator, *Bentleys (QLD) Pty Ltd*
(7 months)	Bentleys QLD offer a comprehensive range of services including accounts, audit, business and corporate advisory, consulting, corporate recovery and insolvency, superannuation, taxation, and trusts and estates.

For the duration of my time at Bentleys in the Computer Services Division, I had overseen the following responsibilities:

- Performing upgrades of the firm wide practice management system (Reckon APS) to both the server-side database and end user client.

- Provide introductory training on the basic IT infrastructure to new end users within Bentleys.

- Perform Active Directory administrative tasks whilst improving knowledge with Windows PowerShell.

- Assistance with troubleshooting to resolve issues relating to personal computers, workstations, and mobile devices, in both physical and virtual environments.

EDUCATION AND CERTIFICATIONS

2019	Cisco Certified Network Associate (CCNA Routing and Switching)
2019	Certified Meraki Network Associate (CMNA)
2018	Cisco Certified Entry Network Technician (CCENT Routing and Switching)
2018	Google IT Support Professional Certificate Specialization
2017	Certified Amazon Web Services SysOps Administrator – Associate
2017	Certified Amazon Web Services Developer – Associate
2017	Certified Amazon Web Services Solutions Architect – Associate
2015	Diploma – Information Technology Networking

REFEREES

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