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<https://portfolio.ekpost.net/>

Summary

I have a decade of experience as an IT professional. Starting as a retail PC repair tech before moving on to enterprise helpdesk support and beyond. Due to my obsession for learning and eagerness to understand as much as possible, I've always found myself taking on more roles ever since. Some examples would be: system administration and engineering, analysis in best practices, project management, tool and script making, documentation writing, training, and streamlining procedures along with writing business and project proposals. My signature for every role I take is to focus on my three favorite things: automate, automating, and automation.

I recently began focusing my time into more code-oriented projects in order to give myself a more rounded skillset and to take my automation skills to higher levels. More information on this topic in the DevOps training section further down below. I found this necessary due to recent trends in automation and modern IT in general. This educational investment into cloud and web app development has given me the ability to not only discover solutions to business problems, but to create and implement them myself.

Key Projects

- Automated all critical functions of the AEI Help Desk. This includes: user creation, asset management and PC imaging along with all software deployment and patching.
- Took lead in the hiring process for new AEI Help Desk employees (interviewing, selecting, onboarding and training) as well as creating the training material and improving procedures as needed.
- Became the lead engineer for the Google Apps to Office 365 migration project that included constant communication with company VPs, outside vendors, and Microsoft consultants. My duties were to test feasibility, research and implement solutions to achieve the project goals. The project itself was finished in half the time in spite of being short-staffed due to my rigorous testing, skills with automation, user communication along with continuous collaboration with my team and outside resources.
- Took lead on a major project to outfit all our satellite offices nationwide with WiFi options including an internal corporate connection, a guest connection and an employee outside connection. My team and I collaborated with vendors in the planning and configuration of the back-end stack (Panorama, Aruba, Clearpass). I personally handled the user facing side of the project entirely myself. This included rigorous testing, all the user communications (announcements, how-to guides, gathering feedback), creating the GPOs, packaging and automating the deploying of the supplemental software.
- Reorganized internal IT access rights by enacting the Principles of Least Privilege (PoLP) for all IT staffs. Audited and configured our Domain Controller to match the agreed security specifications.

Experience

DevOps Training (4/14/2015 – present) - at Walnut Creek, CA

- Thorough understanding of GitHub and the basics of front end (HTML, CSS, JavaScript, jQuery, ReactJS) and back end (Ruby and Ruby on Rails, Serverless Framework for AWS) web development.
- Built the portfolio.ekpost.net web app to serve as my recent portfolio platform. It's a serverless website hosted on AWS, uses ReactJS as its front end and relies heavily on CodePipeline for deployment. Utilizes the following AWS services; IAM, Route53, S3, CloudFront, CodeBuild, CodePipeline and Lambda.
- Built the eric-post.ddns.net web app serves as my previous blog/portfolio platform. Built several Ansible playbooks including one that provisions the Ruby environment for my blog app. I then use Capistrano to deploy the app itself to the web server.
- Understanding of DevOps philosophies like The Twelve Factors, AGILE, SCRUM, Test driven development and Infrastructure as code.

Desktop Support Engineer (1/3/2017 – 4/14/2017) with AEI Consultants at Walnut Creek, CA

- I was responsible for the overall performance of the Helpdesk and reported directly to the IT Director.
- I took point in the hiring process for new Helpdesk employees (interviewing, onboarding and training) as well as creating the training material and improving procedures as needed.
- All the critical functions of the Help Desk or user facing side of IT had been largely automated by myself at this point. This includes user creation, asset management and imaging along with software deployment and patching.
- Reorganized internal IT access rights by enacting the Principles of Least Privilege (PoLP) for all IT staff. Audited and configured our Domain Controller to match the agreed security specifications.
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Desktop Support Analyst (10/14/2015 – 1/2/2017) with AEI Consultants at Walnut Creek, CA

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feasibility, research and implement solutions to achieve the project goals. The project itself was finished in half the time with a short staffed due to my rigorous testing, skills with automation, user communication along with continuous collaboration with my team and outside resources.

- Became the lead Office 365 Administrator.
- Revamped configuration and policy management for IT and its processes.
- Reduced technical debt and Helpdesk tickets through research and self education. I built and implementing three major systems into productions that massively streamlined our procedures.
 - A network monitoring system (Nagios) to help alert us so we can quickly identify and preemptively troubleshoot network circuit issues to our many offices across the United States.
 - A self managing imaging solution (MDT) for automated asset deployment.
 - A fully automated application deployment system (PDQ) that includes applications updates, Windows patching, inventory and asset reporting.
- Learned PowerShell and used it to add features and tools for our team to use in order to better support our users. Examples below.
 - Automation of our Active Directory and Office 365 user account creation process.
 - Adding the automatic application update feature to our imaging system's repository.
 - Reporting back to me the health of various systems via email alerts or webpage generation.
- Emphasis on documentation and backups. My team is always able to quickly troubleshoot, reinstate or rebuild anything based off my documentation alone.
- Built and moderated internal collaboration tools like our Wiki and KanBan board to keep us all on the same page.

IT Coordinator (04/02/2015 – 10/14/2016) with AEI Consultants at Walnut Creek, CA

- User onboarding and termination, Google Apps/Exchange administration, hardware asset management and deployment, NEC PBX management and configuration along with handling Helpdesk support tickets.

IT Support Specialist 1 (2013 – 2015) with Bank of the West at San Ramon, CA

- Supported all Bank of the West locations by taking calls, perform troubleshooting over the phone and via remote desktop and handle password resets for a dozen or so applications as well as verifying access rights. Supporting desktop configurations for proprietary software on the back end, mobile devices management and troubleshooting VPN issues. Remotely configuring server's to troubleshooting desktop software/hardware issues.
- Worked as Level 2 on weekends. Level 2 duties include taking ownership of global or critical issues and following ELA (escalation level agreement) procedures. Including reaching out to the appropriate on-call application technicians and becoming an acting

liaison between management, application technicians and the end user base until the issue had been resolved. Also includes tickets too difficult for Level 1.

- Worked as ATM support on weekends. Taking calls from branches, troubleshooting issues and dispatching ATM technicians onsite to further troubleshoot or make repairs.
- I trained new Level 1 employees for the last six months of this position.

PC Bench Technician (2008 – 2012) with **ACC TECH** and **PC Techs & Parts** at **Lakewood, WA**

- I diagnosed and repaired personal computers. From soldering to virus removal. I have also built and sold many full systems from the ground up, including assembly, OS installation, software installations as well image management.
- Also worked at the front end helping customers face to face in sales, cashiering and teaching.
- I volunteered with the sister store for marketing and event planning. I've searched and discovered individuals outside the company and brought them into the team as assets.

Additional Experience available upon request

References available upon request.