

MICHAEL LEE

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WORK EXPERIENCE

IMPLEMENTATION CONSULTANT

FAST Enterprises, LLC.

August 2017 – Present
Sacramento, CA

- Configure VB.NET, SQL Server, and Windows Server back-end/front-end app stack for California EDD
- Consult as point of contact for clients at industry standards/policies to optimize infrastructure w/ agile
- Utilize in-house ticketing system to report, document, and track analyzed business process changes
- Empower clients to be self-sufficient by teaching them to configure and utilize the application themselves

SYSTEMS ADMINISTRATOR

University Housing ResTek, WWU

December 2015 – June 2017
Bellingham, WA

- Maintain FreeBSD/Debian servers with FreeRADIUS, PostgreSQL/MySQL, LDAP to support 7000+ nodes
- Manage residential VLAN subnets with DHCP, BIND-DNS, Rsyslog, Wireshark, CPI, Nagios, IPTables
- Host mission critical web services with Nginx reverse proxies secured over https using Let's Encrypt certs
- Update and deploy server/workstation OS and software configuration using Puppet and KACE/SCCM/GPO
- Automate system processes using Python and Bash to reduce manual user input and increase maintainability
- Took lead of technical documentation via DokuWiki to improve knowledge transfer and processes
- Provide 2nd tier support/training for 1st tier IT support for customer service via in-house ticketing/MantisBT
- Update systems by applying patches, revising config management, and subscribing to developer mailing lists
- Manage IT assets according to business needs and hardware/software lifecycles and support contracts

SENIOR HELP DESK CONSULTANT

Academic Technology and User Services (ATUS) Help Desk, WWU

September 2013 – December 2015
Bellingham, WA

- Provide IT customer service in-person, over the phone, email, and VoIP for 20-50 end users per day on avg.
- Troubleshoot devices: printer/copier, AV equipment, PCs (MacOS/Windows/Linux), phones (iOS/Android)
- Manage ticketing through BMC Magic/Dell KACE, closing tickets when issue is resolved to user satisfaction
- Attend monthly IT management meetings to communicate department issues, needs, and upcoming changes
- Took lead on technical documentation for internal/external knowledgebases to clearly illustrate IT processes

EVENT & BRAND AMBASSADOR

ACParadise: Aniplex USA; Bandai Namco US; Daisuki.net; and Discord

March 2013 – Present
West Coast, USA

- Promote services, products, and brands from industry leading anime and videogame companies
- Deliver engaging experiences at panels, trade shows, and red-carpet movie events for passionate community
- Organize and coordinate events according to client specifications and aim to exceed expectations

FREELANCE & CERTIFICATIONS

- Pursuing administrative G Suite, Jamf Pro, Okta, and AWS education and certification
- Google IT Support Professional certified through Coursera – Completed in September 2018
- Launched various websites using AWS EC2/S3/CloudFront/Route 53/LightSail technologies – 2014-2018
 - Misc. tech.: WordPress, GitHub Pages, Jekyll, Nginx, Git, SSH, PuTTY, VMWare, PHP
- Leadership at WWU's Tespa, MISA, WWUGA, Overwatch, Dota 2, and LoL organizations since 2014
- CCNA Home & Small Business certified through Cisco Networking Academy – Completed in July 2013
- CompTIA A+ certified through Central Kitsap High School CTE program – Completed in April 2013
- Volunteer for several non-profit, for-profit, and community causes & organizations since 2007
- Interests: Building evolving relationships; supporting art; traveling; karaoke; comics; esports; giant robots

EDUCATION

MANAGEMENT INFORMATION SYSTEMS (MIS)

BACHELOR OF ARTS, BUSINESS ADMINISTRATION

Japanese Minor | E-Commerce Development Certification

Western Washington University, College of Business & Economics, Bellingham, WWU

Graduated June 2017
Cum Laude
Honor Roll