Nicholas Foote

Cardiff-by-the-Sea, CA - Email me on Indeed: indeed.com/r/Nicholas-Foote/d8a5d498e9326073

To use my technical expertise, research skills, patience and ability to relate to customers to resolve and prevent computer issues.
Authorized to work in the US for any employer

WORK EXPERIENCE

Senior Systems Engineer

Skyriver IT   -   San Diego, CA - March 2015 to Present

Responsibilities
Plan and execute projects such as server replacement, mail migration, and network infrastructure configuration.
Use N-Able to monitor and maintain Windows networks for 45 nonprofit and small business clients.
Regular responsibilities include backup and patch management, documentation at all levels of network infrastructure, planning and implementing network upgrades for various clients, liaison to several vendors, software and hardware purchasing, network consulting, and report scheduling.
Work at client sites on both scheduled and on-demand visits.
Act as an escalation point for the help desk.

Mentor

San Dieguito Academy Robotics Team   -   Encinitas, CA - 2006 to Present

Helped start the team as a student, and now that my younger sister is the president, I am a mentor. Competing in the FIRST FRC Challenge, Team 2102 has won two Engineering Awards, five Sprit Awards, 2nd Place at the Phoenix Regional, 3rd Place at San Diego, 4th Place at Las Vegas.

Network Administrator

Fedsolutions   -   Washington, DC - August 2014 to March 2015

Use Kaseya to monitor and maintain Windows networks for 45 nonprofit and small business clients.
Regular responsibilities include backup and patch management, documentation at all levels of network infrastructure, planning and implementing network upgrades for various clients, liaison to several vendors, software and hardware purchasing, network consulting, and report scheduling.
Work at client sites on both scheduled and on-demand visits
Assist every level of support team with client projects and management
Act as an escalation point for the service desk

Systems Analyst

Fedsolutions   -   Washington, DC - June 2012 to August 2014

Lead Analyst for a team of 6 other Tier 1 Analysts
Troubleshoot workstation software and hardware issues
Vendor support and management
Work at client sites on both scheduled and on-demand visits

Associate Database Programmer

Synteract   -   Carlsbad, CA - June 2011 to September 2011

Supported existing customers with bugs, issues and questions. Helped create databases for

Biotech companies running clinical trials seeking FDA approval.

Attendant and Technical Support
The Office Games   -   San Diego, CA   -   July 2009 to September 2010

at an internet café. Assisted customers. Troubleshoot the network and individual computers.

Engineering Intern
Flometrics   -   Carlsbad, CA   -   June 2008 to September 2008

Worked on military infantry cooling clothing, wind turbines and liquid hydrogen pumps for rockets. Directly designed with Solid Works and machined parts using mills, lathes and rapid prototype machines for several different projects, in addition to working closely with senior engineers as my mentors.

Engineering Intern
DeepSea Power & Light   -   San Diego, CA   -   June 2007 to August 2007

6/07-8/07
Interned as a junior engineer working on Autonomous Underwater Vehicle recovery. Researched and implemented optimal
methods of locating and recovering AUVs that surfaced after a successful mission.

EDUCATION

BS in Computer Information Systems
California Polytechnic University   -   Pomona, CA
January 2008 to January 2013

Computer Programming
San Dieguito High School Academy
January 2003 to January 2008

SKILLS

Enterprise wireless networking (Ubiquity and Meraki) (3 years), Group Policy and Scripting (bat, VBS, and Powershell) (3 years), Windows servers (2008 R2 and 2012 R2) (4 years), Printer deployment (Scan to email\folder, LDAP, GPO Deployment) (4 years), Hosted mail (Google Apps, Office 365, and others) (4 years), Documentation (internal reference, user guides, ticket updates) (4 years), Mac workstations in a Windows Environment (Domain join, file share access, printers) (4 years), Virtualization (VMware and Hyper V) (2 years), Backup systems (Veeam, Backup Exec, ShadowProtect, Axcient, Acronis, and Barracuda) (3 years), Exchange Servers and spam filters (Exchange 2007-2013, MX Logic, Barracuda) (3 years), Switches (Netgear, HP, Meraki, and Cisco) (3 years), Firewalls and VPN (SonicWALL, pfsense, Ubiquity) (3 years), Image Deployment (Norton Ghost and CloneZilla) (2 years), Phone Systems (Shoretel, Digium, NEC, and 8x8) (3 years), Ticketing Workflow (Connectwise and Autotask) (4 years)

CERTIFICATIONS/LICENSES

A+ Certified

Network+

MCSA