

John. D. Kelly

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Personal Profile

Seasoned IT Engineer with 20+ years of experience spanning Windows, Mac, Linux, Azure, O365, Intune, Teams, virtualization platforms, and popular security solutions. Consistently ensured peak performance, implemented rigorous security protocols, and maximized user satisfaction across multiple sites. Played a pivotal role in preparing infrastructures and companies for ISO certification. Committed to expanding automation expertise in Docker, Git, Ansible, and Terraform via self-directed learning and projects. Excited to transition into an Engineering role where I can merge IT operations acumen with DevOps principles to deliver cutting-edge solutions and to make a difference!

Self-teaching

- **Devops BootCamp**
- **RHCSA**
- **AWS Solutions Architect** (*not yet started, but use AWS for my own personal inf*)
- **AWS Developer**
- **Terraform Associate**

Employment History

09/23 - Present Professional Development

After leaving Arkk I set out to learn tools and principles of Devops, such as Terraform, Git, Jenkins, Docker, K8 etc. In the last month, I'm now focusing on attaining my Red Hat Certified Systems Administrator (RHCSA). I have used Windows since the beginning of my career with little stints in past roles that touched Ubuntu, now after switching my entire home infrastructure to Linux I now want to dedicate my time to knowing Linux to the same degree as I know windows

11/19 - Present Arkk Solutions
IT Operations Manager

- Manage & maintain all corporate devices (win 10, macBook, windows server 16 & iOS)
- Manage & maintain azure AD: MFA, groups (Security, distribution, o365 groups)
- Manage, maintaining Azure Sentinel
- Manage, maintaining & Auditing Intune, Defender Endpoint, O365 (Sharepoint, Teams, Onedrive & PowerBI)
- Configuration & maintenance of Intune policies & compliance's (controlled via Dynamic Grouping)
- Manage & maintain Teams calling (Resources, queues & policies)
- Manage & maintain CrowdStrike (detection & response, network quarantine, device control [usb block])
- Manage & maintain Zscaler: firewall rules, monitoring traffic, malware blocking
- Manage & maintain Heimdal (device management, patch management, whitelist & blacklist S/W & remote management), previously worked with Solarwinds, but due to issues that were constantly happening we moved to Heimdal
- Manage & maintaining Jamf (*not Jamf pro, though worked on custom profiles through 3rd party apps*)
- Manage S/W licensing: O365, Adobe, Figma, Miro & Axure
- Liaise with 3rd party suppliers
- Procure new hardware (pc's, laptops, ip phones)
- Consult on inter-departmental projects
- Induct new joiners on IT systems, and remove Leavers
- Asset management
- Policy creation & management

03/19 - 11/19 Netstar MSP
Onsite IT Engineer

- Supported multiple users in mixed environments (Windows, MAC & Linux [ubuntu])
- Managing & maintaining user accounts on O365 via web portal and or PowerShell;
- Manage & Maintaining Win Servers (2012, 2016) in terms of GPO editing and creating, Domain, Active Directory, etc;
- Manage, maintain & monitor Sophos for incidents;
- Managed & maintained Autotask

- Maintained email encryption & classification via Egrees
- Managed 3rd party licensing, such as Adobe, Eggress, Zoom;
- Maintained site 2 site vpn
- Managed papercut
- Produced new joiner & leavers procedures
- Audited O365 & Sharepoint
- Audited & locked down 3rd party sharing (onedrive, google drive, Egnyte, Dropbox)
- Audited GPO
- Repaired & upgrade client hardware
- Mapped (manually) comms cabinet, this was due to unresponsive switch ports & possible switch swap I saw that the information gathered would be beneficial in case things went south.

02/17 – 03/19

Dolfin Financial Group

Lead Support Engineer

- Providing 1st, 2nd & 3rd line IT support to all users (supporting multiple offices);
- Providing mentoring to junior staff on how to increase knowledge & productivity;
- Accurately logging and responding to support calls using the IT helpdesk system;
- Diagnosing and resolving all software and hardware;
- Ongoing management of Windows (XP, Vista, 7, 8, 8.1 & 10) / MAC (*El Captain, Sierra, High Sierra & small amount with Mojave*), iPhone and Android;
- Troubleshooting trading applications, such as Bloomberg;
- Managing & maintaining user accounts on O365 via web portal and or PowerShell;
- Manage & Maintaining Win Servers (2012), in terms of GPO editing and creating, Domain, WSUS, Active Directory, etc;
- Managing & Maintaining VM's via Hyper-V, and I manage my own VM's at home with either VM ware or Virtual box (depending on the OS)
- Managing & maintaining internal Intranet & communication applications;
- Managing our Cisco Meraki MDM system to ensure all Corporate Devices stay both up to date with latest patches and are not being used inappropriately;
- Remotely wiping Corporate Devices if stolen (via Meraki)
- Ongoing management of all systems documentation & Procedures;
- Installing and configuring new equipment or software;
- Carrying out maintenance and administration on the Company's systems, including new installations or upgrades;
- Liaising with multiple HW/SW suppliers to ensure the smooth installation and running of systems,
- Taking ownership of projects based around corporate security and productivity;
- Manage & Maintain Access Control systems;
- Performed basic troubleshooting on Terminal services;
- Ensure Landlines & Corporate Mobiles are recording for compliance;
- Manage & maintain Zoom rooms, for screen sharing, conference and video calls;
- Manage & maintain the NUC's & iPads associated with the Zoom room application;
- Manage & Maintain Slack for internal communications (including: Private & Public Channels, and Shared channels)
- I also welcome new staff members with an IT induction, going through all applications and guiding them on tips & tricks with their new system(s) and Corporate Phones as well as ensuring they understand the acceptable use policies;
- Develop training guides for users on security Issues Such as: Common Cyber-attacks and how to spot them, weak passwords vs strong password, Phishing techniques and how to spot them, etc.
- Developed User guides on using MACs, Tips & tricks within Windows, creating intranet pages, using iPhones & Android devices, Using Zoom rooms – conference & Video calls, and screen sharing;
- Manage, maintain & monitor F-Secure for incidents;
- Built knowledgebase for repeated System issues, guides on how to use software (Meraki, F-Secure, O365, Atlassian [Confluence]), Developed guides on PowerShell, Win Command, Linux Terminal, HTML Signatures (Design's);
- Managing and troubleshooting with SolarWinds, using remote login or command Prompt to solve user issues;

- Managing & maintaining Dolfin's Secure Printing application;
- Providing dedicated support to staff 24/7;
- Routinely work out of hours to help Admin team with events;

02/15 - 02/17

Westgroup Investments Limited

IT Support Engineer

- Windows Server 2012R2 administration such as account creation and maintenance
- Basic administration of Microsoft Exchange Server 2010, 2013 to support company mailing systems with a distribution over Active Directory Services.
- Basic administration of Microsoft Office365
- Troubleshooting and resolution of issues encountered by employees in Windows 7, 8.1 and 10 desktop and MAC environments (*including: Yosemite and El Captain*)
- Administration of Active Directory, Group Policy, DNS and DHCP servers in the event a client gets locked out, enforcing password policies and disabling accounts after employees leave.
- Basic administration and maintenance of Cisco Routers and switches
- Initialization and backup of Smart Phones (*including: Blackberry's, iphones, and Android*)
- Installation and configuration of Wireless Access Points (*Cisco, Netgear and Draytek*)

08/13-01/15

Ain't Nothin' But Blues Bar, London

Head Bartender

- Served up to 500 customers per day in a fast paced, busy helped develop my communication and excellent customer service skills.
- Being flexible and adaptable, often working different shift patterns and weekends at short notice.
- Responsible for creating weekly work schedule for bartenders.
- Responsible for making sure that all bar areas were exceptionally clean and all bartenders acted in a professional manner.
- Responsible for collecting all cash drawer reports at the end of the night.
- Routinely maintained CCTV and footage for chain of custody during incidents

11/12-04/13

E-Lounge Cyber Cafe, Melbourne, Australia

Cyber Cafe Administrator (Night shift - Part Time)

- Primary contact point for clients to identify problems and provide solutions and technical support.
- Performed installations and updates.
- Maintenance of all pc's and consoles.
- Responsible for collecting cash drawers and end of shift reports.
- Responsible for the purchasing of Console Cards and refreshments.
- Maintained VIP Gamers Area.
- Maintained membership card systems and loyalty system.

05/12-11/12

Dodo Australia, Melbourne, Australia

IT Support

- Gather customer's information and determine the issue by evaluating and analysing the symptoms.
- Diagnose and resolve technical hardware and software issues involving internet connectivity, email clients, IPTV, VOIP and more.
- Working within a TCP/IP network environment, including DHCP, DNS, Router & Switch (*Cisco*) Configurations.
- Configured and maintained Office 365.
- Troubleshoot Exchange 2012 (such as, adding addresses to safe list and creating new accounts).
- Troubleshooting of Windows (*Win Vista and Win 7*), and Mac Environments (*Mountain Lion and Yosemite*)
- Worked heavily with Windows Server 2012 and Active Directory.

05/11-12/11

Fast Move, Melbourne, Australia

IT Support

- Maintained a wide range of computer hardware, Including Dell Workstations and Laptops.
- Kept detailed logs and documentations on all hardware and software.
- Diagnosed connectivity, hardware and software issues.
- Configured and maintained Windows Server 2003 and Gmail accounts.

- Installed, configured and maintained GPRS equipment on all company vehicles.
- Installed and maintained CCTV systems for both property and Vehicle

07/06-04/11

Benton Property Holdings, Dublin, Ireland

Information Services Support Technician

- Ensuring phones and internet were connected for each new client.
- Investigate specialist and complex IT support issues.
- Maintenance and security of workstations within Benton Head Office and Group subsidiary companies to ensure maximum efficiency and up-time.
- Developing the infrastructure and systems to meet the company's needs.
- Working within a TCP/IP network environment, including DHCP, DNS and ethernet.
- Configuring and managing backup & restore procedures.
- Creating ID cards and fobs for both commercial and residential tenants.
- Maintaining a wide range of computer hardware and software programmes.
- Identifying & reporting on the budgetary implications of IT projects and upgrades.
- Provide secondary support for LAN administration and Video Conferencing (Polycom).
- Documentation of all activity relating to system configurations, modifications and installations.
- Liaise with contractors in relation to office appliance, security and electrical installations.
- Protecting the security of all systems within the Benton Group of companies and compliance with Data Protection and other legislation.

Summary of Skills

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| <ul style="list-style-type: none"> • Constantly testing ways to make systems more efficient • Resolving in-depth queries and advanced technical issues • Undertake problem Management to improve services • Work within ITIL framework • Building knowledge bases • Network troubleshooting • Mentoring and handling escalations from junior technicians • Create software & url filtering rules • Policy creation • IT Auditing | <ul style="list-style-type: none"> • Microsoft Office (including traders addins) • Windows 7, 8, 8.1, 10, 2003, 2012, Linux (ubuntu) and MAC • Handle Management of tickets and queries • Manage 3rd Party relationships • Installations, configurations, testing, bug replications, diagnostic Tools, training • Hardware procurement and asset management • Access Control via proximity card & readers • Azure Management • IT Budgeting • Bloomberg Terminal & Reuters |
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Interests

I enjoy tinkering with my systems, scripting (Python & Bash), hiking & working out

References

Available on request