**Jonathan Polansky**

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**EDUCATION**

**Western Governor’s University**

*Bachelor of Science, Cloud Computing*

**CERTIFICATIONS**

* CCNA (Cisco Certified Network Associate)
* AWS Certified Cloud Practitioner
* Microsoft Azure Fundamentals
* Microsoft Azure Administrator Associate
* LPI Linux Essentials
* CompTIA A+
* CompTIA Network+
* CompTIA Security+
* CompTIA Cloud+
* CompTIA Project+
* ITIL v4 Foundations

**SKILLS**

* **Microsoft Azure -** Storage, Compute, Azure AD, Intune, Networking, Databases, O365
* **Amazon Web Services -** Storage, Compute, IAM, Workspaces, Route 53, Networking
* **Windows Server -** Active Directory, Group Policy, DNS, Hyper-V, Exchange 2016-2019
* **Linux Server -** Ubuntu, RedHat
* **Virtualization -** VMWare, Proxmox, Containers
* **Networking -** Cisco, SonicWALL, Wireshark
* **Mobile Device Management** **–** AirWatch, Intune

**WORK EXPERIENCE**

**Edge Technology Group / Thrive Networks Greenwich, CT**

*Systems Administrator March 2023 - Present*

* Act as an escalation point for resolving issues with various software such as Microsoft Office 365 applications and add-ins, trading platforms such as Bloomberg, coding platforms such as PyCharm, and CRMs such as Salesforce.
* Develop and implement automated scripts using PowerShell and Bash to streamline tasks such as user and software provisioning.
* Administer Microsoft Office 365 suite, encompassing Exchange Online, SharePoint, and Teams, managing permissions, user modifications, and troubleshooting.
* Oversee backup operations using Veeam and Commvault, ensuring data integrity and executing recovery tasks as required.
* Manage Active Directory functions, including user creation, group policy implementation, DNS management, and replication troubleshooting.
* Configure and troubleshoot Cisco routers and switches to maintain network performance, security, and reliability.
* Handle configuration and troubleshooting of email filtering platforms like Proofpoint and Mimecast for enhanced email security and spam filtering.
* Maintain virtualization infrastructure including Azure, AWS, and VMWare, deploying virtual machines, managing resources, and addressing issues for optimal performance.

*Client Support Engineer June 2022 – March 2023*

* Provided technical support for various software applications including Microsoft Office 365, Bloomberg, PyCharm, and Salesforce.
* Supported the administration of Microsoft Office 365 suite, aiding in user management and issue resolution.
* Contributed to backup operations and data recovery tasks using Veeam and Commvault.
* Assisted with Active Directory functions and server configuration tasks.
* Aided in the configuration and troubleshooting of email filtering platforms for enhanced security.
* Supported the maintenance of virtualization infrastructure including Azure, AWS, and VMWare.

**Sourcepass East Northport, NY**

*Client Onboarding Manager October 2021 – June 2022*

* Managed a team specializing in new client onboardings, overseeing the entire process from initial documentation to implementation.
* Led onsite visits to document infrastructure and baseline client environments to Sourcepass’ standards.
* Implemented deep packet inspection on SonicWALL routers, enhancing network security and performance.
* Segmented networks using VLANs and implemented Quality of Service (QoS) measures to optimize network traffic.
* Facilitated email migration to Microsoft Office 365 (O365) when necessary, ensuring seamless transition and minimal disruption.
* Acted as the primary point of contact for all support during onboarding, providing timely assistance and troubleshooting.
* Personally performed a significant portion of the implementation work, ensuring high-quality standards and efficiency.
* Provided training to team members on implementation procedures and best practices, fostering skill development and knowledge sharing.
* Hosted kick-off calls with new clients to establish project timelines, goals, and expectations.
* Scheduled work assignments for both myself and team members, optimizing resource allocation and project efficiency.

*Project Engineer August 2020 – October 2021*

* Assisted in new client onboardings, contributing to infrastructure documentation and project planning.
* Provided support for switch and router swaps, ensuring smooth transitions and minimal downtime for clients.
* Participated in server migrations, facilitating seamless transfers of data and applications.
* Collaborated on Microsoft Office 365 (O365) migrations, assisting with planning and execution to ensure successful transitions.
* Supported Intune and Multi-Factor Authentication (MFA) rollouts, enhancing security measures for clients' systems.
* Provided technical expertise and troubleshooting assistance during project implementation, ensuring client satisfaction and project success.