

TANNER JEAN – IT GENERALIST

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Background

Lifelong learner with a multi-faceted technical background. Proficient in communicating with users and providing effective, standardized, and documented solutions. I enjoy tinkering and honing my skills, and am especially interested in configuration management, virtualization, and storage systems.

Work Experience

IT Systems Administrator – Oklahoma City Thunder

Jan 2018-Present

- Systems administrator for network, server, storage, and cloud spanning three metro locations
- Communicates and coordinates with diverse array of departments to understand technical needs and implement context-aware and highly-available solutions
- Actively administrates, maintains, and configures:
 - Windows Active Directory and hybrid Azure environment
 - Linux application servers (Ubuntu, CentOS, Red Hat)
 - AWS services: S3 bucket creation and security, IAM management
 - AD FS relying party trusts
 - Office 365: CRM, Teams, and Exchange
 - SAN configuration: virtual machine resources, file server migrations & permissions
 - Virtualization: migration from Hyper-V to VMWare cluster
 - Datacenter upkeep and equipment installation
 - Data reliability: Veeam backups, disaster recovery planning
 - Security monitoring and response: configured connections to Rapid 7 InsightIDR SIEM, monitors and mitigates host vulnerabilities using Rapid7 InsightVM
 - Certificates and SSL certs, secured web applications with HTTPS
- Applies technical knowledge and skills to assist with projects and organizational needs
 - Created and maintained Windows 10 image, maintains various GPOs and customizations for security and user-friendliness
 - Wrote modular PowerShell function for fully automated PDQ deployment as part of WDS/MDT task sequence
 - Upgraded Exchange hybrid server and AD FS to Windows Server 2019
 - Restructured Active Directory and Group Policy to simplify usage and reduce troubleshooting
 - Restructured Veeam backups to consolidate to one Backup & Replication console
 - Converts aging physical Linux servers to ESXi virtual machines
 - Installs and configures Solutions for Microsoft Dynamics 365
- Directs infrastructure setup and tear down for all Thunder live events
 - Manages and trains game day employees
 - Troubleshoots technology that controls data to the scoreboard, TV trucks, and various equipment arena-wide
 - Sets up and tears down an array of equipment responsible for clock feed and statistics
 - Primary point of contact for NBA on statistics laptops, referee equipment, and NBA.tv player interviews, plus on-prem network infrastructure directly connected to NBA headquarters
 - Regularly tests redundancy, maintains SOPs, and coordinates with event-level employees, including arena management and entertainment personnel
 - Co-coordinates with NBA and facility for ongoing major network upgrade, including centralization of Thunder network assets in shared IDF

Desktop/Application Support – ECS Federal, LLC

August 2017-January 2018

- Acted as helpdesk contact for nationwide maintenance machine technicians
- Primary desktop roles included ticket coordination, inventory management, and project assistance
- Ensured compliance with USPS-defined security protocol
- Assisted with server and infrastructure moves
- Created Powershell scripts to troubleshoot, parse AD information, and execute remote processes

IT Support Specialist – Oklahoma Heart Hospital

June 2015-August 2017

- Produced long-term results for end-users in complex IT environment
- Built relationships with doctors and staff to provide informed and context-aware support
- Provided field support for clinical environment, hospital, cath labs, and surgery suites
 - Supported workstations and laptops with remote access, network, and admin tools
 - Communicated with users to understand processes and evaluate IT solutions
 - Educated users on standard procedure, security protocol, and newly implemented technologies
 - Basic help-desk troubleshooting with Dameware, VNC, RDP
 - Tracked and prioritized tickets using ServiceDesk
 - Assisted with document creation in Microsoft Office, presentations (including Telepresence) and media conversion/playback
 - Network printer troubleshooting and management; deployed printers using PrinterLogic (user-based or security group deployments) and print servers
 - Active Directory modifications, creation of test accounts, experience with organizational units for specific-purpose workstations
 - Traced and moved network lines, worked with netops team managing VLANs and DNS
- Gained server and enterprise data center experience
 - Assisted with installation and decommissioning of servers; cleaned and organized data center and communication closets
 - Managed and deployed thin clients using Xcalibur and Dell WYSE
 - Seamlessly replaced LRS paging system from Windows Server 2003 to 2012 R2 and implemented new transmitter infrastructure
- Troubleshot Citrix Receiver and VM hosts
- Worked with highly-specialized lab, Cerner EMR, and business software
- Escalation point for help desk; experience troubleshooting over phone and in-person
- Front-line of communication and troubleshooting; collected info and worked alongside network, security, clinical, and server administration teams
- Participated and co-coordinated in large installation projects and remodels
- Installed and troubleshot mobile management applications (MobileIron, Airwatch)

IT Assistant – College of Arts & Sciences, University of Oklahoma

Nov 2013-April 2015

- Worked as student IT support staff for professors, graduate students, and departments
- Provided hardware and software support:
 - Repaired and supported workstations (PC and Mac) and printers
 - Data and password retrieval; data security and erasure
 - Provided lab maintenance: restructured, re-wired, & re-imaged computer lab
 - Prepared Linux workstation for scientific instruments (e.g. electron microscope)
- Gained experience in a dynamic environment providing opportunities for training, self-management, and teamwork across large Norman campus

Education

University of Oklahoma – Norman, OK

- Bachelor of Arts, Communications
- Minor in Spanish