TANNER JEAN

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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 Analyst – Oklahoma City Thunder
January 2018-Present

- Systems administrator for network, server, and storage equipment spanning three metro locations
- Actively administrates, maintains, and configures:
  - Windows domain and hybrid environment
  - Linux application servers (Ubuntu, CentOS, Red Hat): Zabbix, R Studio and Shiny Server
  - SAN, RAID, and JBoD storage: EqualLogic and Unity arrays
  - Cisco network environment: deployment and VLAN management
  - AWS EC2 instances, S3 buckets, and Route 53 DNS
  - Avid media environment: proprietary storage and software support
  - Veeam Backup and Replication Console & disaster recovery infrastructure
  - FortiGate firewalls: HA clustering, firmware, and security policies
  - Duo 2FA policies and implementation for users and RDP
  - SaaS solutions: Box, Connectwise Control, FreshDesk
- Performs various IT projects:
  - Created and maintains Windows 10 image with user-focused customization and departmental software packages
  - Wrote modular PowerShell function for fully automated PDQ deployment as part of WDS/MDT task sequence
  - Restructured Active Directory and Created new GPOs
  - Decommissioned Exchange 2010 server and configured Exchange Hybrid
  - Upgraded AD FS from Server 2012 R2 to 2019 to leverage user feature requests
  - Converted physical Linux machine to virtual on ESXi as part of ongoing ESXi consolidation
  - Installed and configured Dell EMC Unity and migrated shares from previous NAS
  - Re-structured Veeam backups to create one centralized Backup & Replication console
  - Implemented HTTPS on Ubuntu development servers
  - Creates and secures Amazon S3 buckets for Business Intelligence and third-party providers
- Practices other systems administrator skills and proficiencies
  - Coordinates with diverse array of departments to understand technical needs and develop context-aware and highly available solutions
  - Maintains and builds monitoring servers (Nagios, Dashing, CheckMK)
  - Makes recommendations for performance and packages in Linux development environment
  - Works in `bash` and `vi/vim` for Linux troubleshooting
  - Assists with MacOS and Jamf administration from a Unix perspective
  - Writes PowerShell scripts on-the-fly for quick data collection
  - Tests and purchases new IT technologies to keep environment up-to-date
  - Creates internal and user documentation for technical procedures
- 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