

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 three locations and various cloud platforms
- Actively administrates, maintains, and configures:
 - Windows domain environment: AD, GPO, DNS, DHCP
 - Azure, Azure AD, O365
 - Windows servers: Hyper-V clustering, ADFS, NTFS file shares, WDS/MDT
 - Linux application servers: Zabbix, R Studio and Shiny Server development servers
 - Avid media environment and third-party video conversion and logging software
 - SAN, RAID, and JBoD storage: EqualLogic, Dell MD series
 - PDQ Deploy and Inventory, custom software packages, scripts, and collections
 - Veeam Backup and Replication Console and Agents
 - Backup and Disaster Recovery infrastructure
 - FortiGate firewalls: HA clustering, firmware, and policies
 - Duo 2FA policies and implementations for users and RDP
 - SaaS solutions: Box, Connectwise Control, FreshDesk
 - Cisco network environment: deployment, patching, and VLAN management
 - AWS EC2 instances and Route 53 DNS
- Implements PowerShell automation
 - Created and maintains Windows 10 image with user-focused customizations and departmental software packages
 - Re-structured Active Directory and created new GPOs for Windows 10 migration
 - Wrote modular Powershell function to push PDQ packages during WDS/MDT imaging
 - Configures servers and clients remotely using PSRemoting
 - Maintains user account creation script, including syncing accounts to O365
 - Writes on-the-fly scripts for data collection
 - Writes scripts for custom software installations for error handling and sanity checks
- Orchestrates Linux servers through shell scripting
 - Automated bulk account creation and enforced password resets on Linux servers
 - Created ssh key-based rsync backup job
 - Works in vi/vim to create scripts and edit configuration files
 - Troubleshoots storage and system resource usage to assist development team
- 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
- Tests and purchases new IT technologies to keep environment up-to-date
- Creates internal and user documentation for technical procedures
- Supports users as an escalated contact, continuing to provide standardized, long-term solutions

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
- Troubleshoot 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 troubleshoot 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
- Performed hardware maintenance including:
 - Repaired and supported workstations (PC and Mac) and printers
 - Data and password retrieval; data security and erasure
 - Provided lab maintenance: restructured, re-wired, & imaged 20+ 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