

# TANNER JEAN

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## Background

*Lifelong learner with a multi-faceted technical background. Proficient in communicating with stakeholders and providing effective, standardized, and documented solutions. I enjoy tinkering and honing my skills, and am especially interested in configuration management, automation, and infrastructure at scale.*

Personal proficiencies & interests: • Git version control • Terraform and IaC practices • CI/CD tools

## Work Experience

### **Linux Systems Administrator – University of Oklahoma Health Sciences Center**

**October 2022–Present**

- Systems administrator for web & application servers hosted on Satellite-managed, Ansible-orchestrated Red Hat Enterprise Linux Servers
- Provides solutions for academic environment spanning Oklahoma City and Norman campuses, including resources for learning management systems and state-affiliated programs
- Builds new or replacement servers to suit software requirements (PHP, Python, PostgreSQL) or replace end-of-life systems
- Maintains, builds and upgrades Moodle learning management system websites, ensuring software and version compatibility
- Troubleshoots existing system configurations (e.g., Apache, SSSD, NFS mounts)
- Prioritizes automation over manual processes using Ansible: server provisioning, extended customization for unique configuration requirements, and patching
- Operates in complex VMware VSphere environment with large span of networks, storage locations, and compute resources, previous familiarity with physical-to-virtual migrations
- Coordinates timelines and responsibilities with large footprint of IT groups, colleges, and University programs for projects, information gathering, and incident response

### **IT Systems Administrator – GlobalHealth**

**September 2021–May 2022**

- Worked with team of sysadmins to assure reliable operations in a remote-based organization
- Worked with SQL administrators and developers to automate processes involving transfers over FTP
- Performed test restores from backup, implemented and administrated internal web applications, and documented software and administrative procedures

### **IT Systems Administrator – Oklahoma City Thunder**

**January 2018–August 2021**

- Systems administrator for network, server, storage, security, and cloud spanning three metro locations
- Worked with diverse array of departments to understand technical needs and implement context-aware and highly-available solutions
- Managed Active Directory and hybrid Azure environment, including automation using Powershell for identity & account management and Exchange Online
- Administrated Linux web servers, audited & secured accounts, and implemented SSL certs for internal sites
- Migrated server environment from Hyper-V and physical to VMware VSphere cluster
- Migrated 70+TB video storage library on end-of-life SAN to new storage solution
- Maintained AWS presence: EC2, S3, IAM, Route 53, policies and management
- Implemented secure S3 buckets for automated workloads, replacing manual on-prem FTP processes
- Ensured data reliability: complete restructure of Veeam backups from disparate non-uniform jobs to centralized, console-based backups
- Configured Rapid7 monitoring for on-prem and cloud resources; monitored and tuned SIEM, responded to incidents and mitigated reported vulnerabilities
- Automated processes including software installation for newly imaged workstations & servers, monthly patch cycles
- Demonstrated proficiency in Powershell: wrote modular functions and scripts to create reports, modify Active Directory, and configure servers

- Redesigned network infrastructure in shared IDF between Thunder, arena, and NBA
- Directed infrastructure setup and tear down for Thunder live events:
  - Managed and trained game day employees
  - Maintained equipment and data connections for game time and stats to scoreboard, TV trucks, and other signage
  - Acted as primary point of contact for NBA statistics laptops, referee equipment, and on-prem network infrastructure directly connected to NBA headquarters
  - Regularly tested redundancy, maintained SOPs via shared checklists on Microsoft Planner, coordinated with event-level employees with the goal of eliminating potential technical interruptions during live events

#### **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**

- Provided field support for clinical environment, hospital, cath labs, and surgery suites
- Built relationships with doctors and staff to provide informed and context-aware support
- Front-line of communication and troubleshooting; collected info and worked alongside network, security, clinical, and server administration teams
- Supported, and troubleshot workstations, thin clients, printers, VoIP, and network availability
- Deployed network printers using PrinterLogic (Active Directory-based deployment based on user/group permissions)
- Assisted with installation and decommission of servers
- Managed and deployed thin clients, front-line support for clients accessing Citrix Receiver environment
- Seamlessly replaced & upgraded LRS paging system from end-of-life Windows Server version
- Traced and moved network lines, worked with netops team to provide VLANs to necessary locations

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

**November 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
- Graduated 2015