

TANNER JEAN

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Work Experience

Systems Administrator – University of Oklahoma Health Sciences Center

Oct 2023-Present

- Administers array of Linux servers used by university departments for various purposes
- Patches servers using Ansible configuration files
- Diagnoses and resolves issues with code on web servers: HTML, PHP, Perl
- Updates code base for reporting tools on Moodle database servers

Systems Administrator – GlobalHealth

Sep 2021-May 2022

- Collaborated with a team of sysadmins to ensure reliable operations, managed and resolved a variety of tickets and projects in a remote-based organization
- Interfaced with SQL administrators and developers to automate processes involving transfers over FTP
- Implemented and administered internal web applications
- Conducted test restores across Unitrends backup environment
- Documented procedures in Confluence, tracked ticket progress in Jira

Systems Administrator – Oklahoma City Thunder

Jan 2018-Aug 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 Windows Active Directory and hybrid Azure environment, implemented Single Sign-On authentication via AD FS
- Maintained Linux application and web servers: implemented SSL certs, created user accounts
- Administrated AWS cloud infrastructure: EC2, S3, Route 53, secured IAM with two-factor authentication
- Implemented centralized backup strategy using Veeam, streamlined processes and increased availability for disaster recovery
- Configured Rapid7 InsightIDR SIEM, monitored and mitigated host vulnerabilities using Rapid7 InsightVM
- Migrated large video storage library from end-of-life SAN to newly-configured Dell EMC Unity
- Migrated virtual machine environment from Hyper-V to VMware ESXi cluster
- 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 and eliminated potential technical interruptions during live events

Desktop/Application Support – ECS Federal, LLC

August 2017-January 2018

- Assisted with server and infrastructure moves
- Created Powershell scripts to troubleshoot, parse AD information, and execute remote processes
- Ensured compliance with USPS-defined security protocol

IT Support Specialist – Oklahoma Heart Hospital

June 2015-August 2017

- Provided on-site field support for clinical environment, hospital, cath labs, and surgery suites
- Supported workstations and laptops with remote access, network, and admin tools
- Traced and moved network lines, worked with netops team managing VLANs and DNS

- Managed and deployed thin clients using Xcalibur and Dell WYSE
- Worked with highly-specialized lab, Cerner EMR, and business software
- Troubleshoot Citrix Receiver and VM hosts
- Seamlessly replaced LRS paging system from Windows Server 2003 to 2012 R2 and implemented new transmitter infrastructure
- Communicated with users to understand processes and evaluate IT solutions
- Educated users on standard procedure, security protocol, and newly implemented technologies

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 hardware support, performed file recovery and secure data erasure
- Re-structured, re-wired, and 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