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, automation, and growing my skills in the cloud.

Work Experience

IT Systems Administrator – GlobalHealth
Sep 2021-May 2022

- Worked with team of sysadmins to assure reliable operations, managed a variety of tickets and projects in a remote-based organization
- Worked with SQL administrators and developers to automate processes involving transfers over FTP
- Migrated packages and patching schedules from PDQ to Kaseya VSA
- Maintained WDS/MDT server, including software compliance and Windows 10 BIOS configuration
- Performed various test restores across Unitrends backup environment
- Implemented and administrated various internal web applications
- Documented procedures in Confluence, tracked ticket progress in Jira

IT 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
- Primary responsibilities:
  - Windows Active Directory and hybrid Azure environment
  - Linux application servers (Ubuntu, CentoS, Red Hat)
  - AWS services: S3, IAM, policies and management
  - SAN management and configuration (EqualLogic, EMC Unity)
  - Datacenter upkeep, equipment installation and decommission
  - Data reliability: Veeam backups, disaster recovery planning
  - Security monitoring and response: configured Rapid7 InsightIDR SIEM, monitored and mitigated host vulnerabilities using Rapid7 InsightVM
- Various projects:
  - Created and maintained Windows 10 image, maintained GPOs and customizations for security and user-friendliness
  - Restructured Active Directory and Group Policy to simplify usage and reduce troubleshooting
  - Wrote modular PowerShell function to integrate into automated PDQ deployment as part of WDS/MDT task sequence
  - upgraded Exchange hybrid server and AD FS to Windows Server 2019
  - Restructured Veeam: centralized backup jobs from agent-based to console-based
  - Migrated virtual machine environment from Hyper-V to VMware ESXi cluster
  - Migrated large video storage library on end-of-life SAN to Dell EMC Unity
  - Implemented SSL certs on Linux web 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
- 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