

# Jennifer E. Grodner

504-453-7312 | Jennifer.Grodner@gmail.com

## EDUCATION

B.S., Information Systems & Decision Sciences - IT Concentration, GPA: 3.48  
Louisiana State University, Baton Rouge, LA (May 2018)

## EXPERIENCE

---

### IT Systems Administrator, Globe Food Equipment Co. | March 2020 – Present

- Project Work
  - Implemented Multi Factor Authentication for Office 365 using conditional access policies
  - Implemented modern authentication for Office 365
  - Overhauled documentation standards and completeness
  - Improved IT Asset Management capabilities within existing tracking system
  - Migrated endpoint security software (ESET > Sophos > Sentinel One)
  - Implemented Cisco Umbrella DNS Filtering
  - Implemented Rubrik server backup system
  - Implemented SSL VPN with MFA
  - Upgraded network from Dell Firewall and Switches to Cisco Meraki
- Performed project management tasks for completed projects including creation of project artifacts (Charters, WBSs, etc), communications, status reporting, postmortems, and project closure.
- Administered and supported company network including firewalls, switches, APs, and DNS/DHCP/Print servers.
- Administered and supported on-premises systems including Microsoft Active Directory and Group Policy, Microsoft Server OS, VMware ESXi, Lansweeper, and various other software
- Administered and supported Microsoft 365 including SharePoint Intranet, OneDrive, and Exchange Online
- Administered and supported backup and recovery capabilities through Datto and Rubrik
- Administered and supported ShoreTel VoIP phone system
- Administered physical access control systems for building ingress/egress
- Diagnosed, troubleshooted, and resolved hardware and software issues
- Performed employee onboarding and offboarding
- Created a QA review process for documentation utilizing Microsoft Teams
- Rapidly transitioned workforce from on-premise to remote work environment in face of pandemic
- Identified and implemented an automated SQL server documentation tool

### IT Support Specialist, Lucid | October 2018 – February 2020

- Provided in-person/remote support in a hybrid macOS/Windows environment for all global office locations
- Performed employee onboarding and offboarding
- Part of the implementation team for ServiceNow and Okta rollouts
- Administered and supported GSuite, Okta, Active Directory, Slack, Zoom, Jamf, Confluence/Jira, Office 365
- Procured IT hardware including laptops, workstations, conference room equipment, and more
- Documented IT processes and captured technical knowledge
- Setup A/V equipment for meeting rooms/spaces and large “All Hands” gatherings
- Brought up a satellite office including the network, video conferencing rooms, and workstations

### IT Enterprise Infrastructure Intern, Albemarle Corporation | May 2017 – May 2018

- Managed a global infrastructure project to upgrade the firmware on 36 firewalls
- Identified and decommissioned Windows 2003 Servers
- Documented creating virtual machine templates
- Worked on MDM compliance policy for VPN

## **IT Desktop Support Intern, Louisiana Economic Development | June 2015 – May 2017**

- Assisted users through technical difficulties relating to software, hardware, and networking issues
- Performed a myriad of duties to support the IT department from inventory to imaging

## **ADDITIONAL SKILLS**

---

- Project Management
- PowerShell
- Troubleshooting & Problem Solving