Jennifer Grodner

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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