

# Jennifer Grodner

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

## EXPERIENCE

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### Globe Food Equipment

*IT Systems Administrator | August 2023 – Present*

*IT Computer Systems Specialist | January 2022 – August 2023*

*IT Support Specialist | March 2020 – January 2022*

- Administer server and network infrastructure, including:
  - Active Directory, VMware, Microsoft 365, Windows server, Backup server, VOIP Phone System
  - Firewalls, Switches, Access Points, VPN, DNS/DHCP/Print Servers
- Projects
  - Implemented MFA using conditional access policies and retired legacy authentication for Microsoft 365
  - Implemented SSL VPN with AD authentication and MFA
  - Implemented Cisco Umbrella DNS Filtering
  - Implemented Privileged accounts for administration and AD Auditing
  - Automated sales reporting process using PowerShell and SQL
  - Overhauled IT documentation
- Performed employee on-boarding / off-boarding tasks
- Provide support to company end users and devices

### Lucid

*IT Support Specialist | October 2018 – February 2020*

- Supported Google Workspace, Okta, Slack, Zoom, Jamf, Confluence/Jira, and Active Directory
- Provided support to a hybrid Windows/macOS environment for all global office locations
- Performed employee on-boarding / off-boarding tasks

**Albemarle Corporation** | *IT Enterprise Infrastructure Intern | May 2017 – May 2018*

- Supported the efforts of the global infrastructure team by completing assigned projects and tasks

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

- Worked the department helpdesk resolving hardware and software issues; Setup A/V for conference rooms

## EDUCATION

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B.S. Information Systems and Decision Sciences – IT Concentration

Louisiana State University, Baton Rouge, LA | May 2018 | GPA 3.5

## SKILLS AND INTERESTS

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**Skills:** PowerShell Scripting, Project Management, Problem Solving, Conflict Resolution