

JAKE MILLER

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EXPERIENCE

CBS Corporate, Hollywood, CA

Technical Engineer | Windows Operations, July 2016 – Present

- ♦ Assists vendors and internal departments with Windows server hosted service migrations and upgrades
- ♦ Ensures security policy compliance for the Windows environment by performing Operating System patching and application modernizations
- ♦ Maintains infrastructure equipment inventory and manages hardware life-cycle
- ♦ Performs data center management, including cable organization and hardware installation
- ♦ Provides troubleshooting and advanced analysis of requests within the Windows 2000 – 2012 R2 environment
- ♦ Supports the Windows environment, performing provisioning and maintenance operations with the use of SCCM

American Public Media Group | Marketplace Productions, Los Angeles, CA

Windows Systems Administrator, January 2013 – July 2016

- ♦ Architects and manages the Active Directory environment for a multi-site hierarchy
- ♦ Assists in the architectural development and deployment of new installations and solutions in an ever expanding VMware environment within a continuous improvement organization
- ♦ Automates administrative tasks in AD, Office 365, Exchange Online and VMware with the use of PowerShell and PowerCLI
- ♦ Designs and implements software deployments, updates, OSD and systems management solutions with the use of SCCM
- ♦ Develops, installs, recommends purchases, implementations and configuration of Microsoft technologies and Infrastructure systems
- ♦ Oversees the administration and operation of the physical server, telephony, networking and storage infrastructure, in data centers and offices geographically located around the country
- ♦ Researches, evaluates and recommends new technologies in order to meet business requirements and contributes to long-range planning for systems evolution
- ♦ Supports, upgrades and maintains media and broadcast related Microsoft servers and applications that are critical to the operation of the American Public Media Group automation and play to air systems in a 24x7x365 environment

Infinite Campus, Inc., Blaine, MN

SIS Systems Administrator I, June 2012 – December 2012

- ♦ Configures and installs a customer-purchased web application, and dependent software, to remote-access servers and maintains the internal system requirements for continued software delivery and use at the largest American-owned Student Information System provider
- ♦ Executes timely XML code changes and Apache Tomcat upgrades to ensure continued functionality of the web application during a continuous product development cycle
- ♦ Performs SQL server database management, including any necessary script modification and execution
- ♦ Manages client database backup tasks through use of an internally-built tool; processes requested database restores and ensures the availability of client data
- ♦ Assists with the testing and deployment of internal operations tools; contributes to increased customer service and efficient product delivery

TECHNICAL SKILLS

Active Directory
Azure AD
Azure AD Sync
Active Directory Federation Services
Avaya IP Telephony
Citrix Xenapp
CrashPlan
Dirsync
DFS
DHCP
Dropbox for Business
Exchange Online
File and Print Services
Group Policy
LAN/WAN technologies and protocols
Linux (Ubuntu)
Mac OS X
MS Windows XP-10
Office 365
Office 2007-2016
PowerShell
PRTG
SCCM 2007-2012 R2

IT Systems Specialist, December 2010 – June 2012

- ♦ Provided both live and remote-access technical support; repaired and maintained the software, hardware and network infrastructure used by the company’s 400+ employees
- ♦ Planned, designed, built, tested and deployed SCCM 2012 infrastructure corporate-wide; created and deployed software packages, SCEP definitions, and Windows updates
- ♦ Served as the Help Desk team lead and managed the issue queue in the IT case system (JIRA)
- ♦ Assisted with the assignment and upkeep of user security rights and mailing distribution groups in Active Directory
- ♦ Performed installation, configuration, and maintenance of various hardware and software on both user workstations and data center servers
- ♦ Configured communications equipment and user/device profiles in the software-based call-processing system utilized by the company (Cisco Unified CM)
- ♦ Identified and repaired network-related issues using a network access control appliance

Server 2003-2012 R2

Symantec Backup Exec

Symantec Endpoint Protection

TS Remoteapp

Veeam

VMware

Windows scripting

EDUCATION AND CERTIFICATIONS

Associate of Applied Science in Computer Networking, December 2010

Dunwoody College of Technology, Minneapolis, MN

GPA: 3.95/4.0

CompTIA Network+ Certification

Status: Inactive

ACHIEVEMENTS

Dean’s List, Dunwoody College of Technology

- ♦ All quarters Spring 2009-Fall 2010

Member: Phi Theta Kappa Honor Society, Dunwoody College of Technology

- ♦ 2009-present