William Foster

Systems Administrator

I am the type of person who is always thinking of a better way to do things. In my previous positions, I have been acknowledged for finding ways to automate routine tasks. I also have strong documentation skills, and spend time at home creating videos to help my colleagues and peers. I am always learning. I have customer service experience, and maintain professional composure when dealing with clients. Lastly, I have experience communicating IT issues to non-IT people.

Personal Info

Address

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Walla Walla, WA 99362
USA

Phone

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E-mail

fosta.w@gmail.com

GitHub

https://github.com/w21froster

LinkedIn

https://www.linkedin.com/in/william-foster-5a584aa4/

Skills

PowerShell Developer ■■■■□
Advanced

Windows Server Administration ■■■■□
Advanced

Linux Administration ■■■□□
Proficient

Network Administration ■■■□□
Proficient

Experience

Jun 2015 - Apr 2016

Help Desk Internship

BrightWire Networks

Responsibilities

- Working directly with clients via Kaseya remote agent as well as on-site support
- Monitoring and managing over 1300 endpoints via Kaseya
- Extending Kaseya's capabilities using its scripting language (Deploying runtimes, automated disk cleanup, remotely executing PowerShell scripts)
- Developing PowerShell scripts for various use-cases (Office 365, cleanly restarting services and logging failures, Exchange Server scripting)
- Working with little to no supervision
- Troubleshooting and repairing hardware failures on consumer/business grade PCs and laptops
- Use of ConnectWise ticketing system for tracking time and client communication
- Creation of documentation in IT Glue platform

Accomplishments

- Switching from manual Windows deployments to a fully-featured WDS/MDT server. Created documentation for other techs and brought deployment time down to 1 hour from over 24 hours for a fully-patched machine with customer software installed
- Created a PowerShell script that adds a specific attribute in AD to inform Office 365 to sync over Exchange mailboxes
- Created a PowerShell script to report on distribution group membership for client

Apr 2016 - present

Systems Administrator (Engineer II)

Reliable IT Healthcare (Formerly 3t Systems)

Responsibilities

- Monitoring Systems and Network performance onsite for client
- Developing PowerShell scripts to solve business problems, automate routine tasks, gather information, and complete projects
- Imaging desktops and maintaining the MDT server's various features
- Syslog collection from Cisco network equipment and modeling that data with Graylog
- Exchange maintenance and development
- Provisioning and troubleshooting Linux servers for software division
- Endpoint monitoring using Kaseya and making sure we are getting relevant information
- On-call rotation once a month for after-hours support
- Tracking time and expenses inside of Autotask ticketing system
- Granular reporting on endpoints using Lansweeper
- Troubleshooting complex issues and coming up with remediation plan complete with change management
- AGILE project management, daily scrum and weekly sprints
- Rack diagrams and logical/physical topologies in Visio for change management requests

Accomplishments

- Completed an Enterasys to Cisco network equipment migration (Replaced access layer and core)

- Implemented subnetting to go from a flat 172.16.0.0/16 network to subnets/VLANs for Voice, Data, and GuestWifi unique to each site
- Implemented sub-interface routing between each VLAN and each site via MPLS on Palo Alto platform (Integration with Cisco equipment)
- Completed Exchange 2010 to 2013 co-existing migration
- Completed phone system migration from analog/PRI lines to VoIP SIP trunks
- Removing legacy webfilter solution and replaced it with robust Palo Alto webfiltering

Education

Sep 2013 - Jun 2016

South Puget Sound Community College

AA in Applied Science, Computer Networking Administration

Relevant coursework includes:

- Microsoft Server training
  - ADDS setup, configuration, and maintenance
  - ADFS setup, configuration, and maintenance
  - DNS/DHCP fundamentals and troubleshooting
  - Various accompanying labs to reinforce theory
- Cisco Networking training
  - Training included all topics that would be on CCNA
  - Accompanying physical labs on real network equipment
  - Fundamentals of networking including TCP/IP and OSI model
  - Visualizing how packets get from point A to point B
- Linux fundamentals
  - What each directory is used for
  - Standard Linux toolset and usage
  - Getting help using man
  - Writing bash scripts
  - Compiling kernels from source
  - Cron jobs
- PowerShell Scripting
  - First half of training was learning it's predecessor cmd
  - Text Vs Objects and implications on pipeline
  - Writing menu script in cmd vs writing it in PowerShell
  - Bringing Exchange into the mix with EMS
  - Thinking through a problem in a scripting language

Sep 2018 - present

Walla Walla Community College

Associates Transfer Degree in Computer Science

Relevant Coursework Includes:

- Math (Pre-calculus and Calculus)
- Spanish (Communication skills)
- Currently Self-Studying for CCNA