



MICHAEL REED

System Administrator



CONTACT DETAILS



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TECHNICAL SKILLS

JAV Prog Languages .....	Proficient
C Prog Languages .....	Competent
UNIX Prog Languages .....	Proficient
Python Prog Languages.....	Proficient
MySQL Prog Languages.....	Proficient
Office 365 Suite.....	Expert
Catia (3D drawing) .....	Proficient
Mimecast .....	Proficient
SalesForce .....	Proficient
RemedyForce .....	Proficient
DUO .....	Proficient
Sharepoint .....	Expert
Team s VOIP .....	Expert
Windows 7,8,10 and Vista.....	Expert
Azure (AD) .....	Expert
MAC OS Tiger and up .....	Expert



EDUCATION

Bachelor of Science,  
Information Technology—System  
Administration  
Oakland University  
Graduated: June 2021

Experience:

Awecomm Technologies, Troy, MI

System Administrator

September 2022— Current

- Assist Support Service Specialist with issues they may have with troubleshooting
- Manage FortiGate Firewalls, accounts access and vpn tunnel setup.
- Setup/Maintain Servers for clients, software update/resource expansion or hardware replacements
- Script writing for automations for application deployments/account creations/ reports/ and more.
- Create internal IT Wiki article with Technical Troubleshooting documentation, manuals and any IT policies
- Monitor performance and maintain system on servers and networking equipment
- Send Communications to clients for any hardware alerts/changes to systems.
- Complete new application/system role-outs for clients from start to finish.
- Setup VMware ESXi environments for clients to manage Multiple VM environments and more...

Awecomm Technologies, Troy, MI

Support Service Specialist

May 2021— September 2022

- Answered phone calls for clients to fix/repair any software/hardware issues.
- Manage user in AD and in Office 365, create email distros, email forwarding rules, and Manage clients sharepoint access and exchange servers.
- Managed/Improved our RMM tool to apply policies to computers, as well as writing scripts to scan newly added devices to install any missing required appli-cates/hard drive encryptions. If a computer did not have anti-malware software it would auto install that required tools to keep the computer in complaint with our standard computer setup for business solutions.
- Keeping track of endpoints that are out of compliance and fixing any issues to that may apply to them.

Subject Matter Expert (SMEs):

Windows Deployment Services

- Creating Specific Images for each client that we manage
- Maintaining the WDS server
  - Making sure the ADK/MDT is updated for all the latest OS Deploy-ments
- Writing PowerShell/Command Scripts to install applications and configure the image on the computer during deployment, making the imaging process as streamline/automated as possible.
- Making sure the server is up to date/has proper resource requirements for all new upgrade/change to the MDT software.

Solarwinds NCentral

- Setup the RMM Tool for each client site to manage take control agents for cli-ent workstations/servers.
- Configuring automation scripts in Automation Manger—built in NCentral—for basic task like reports, check sum for important configurations like drive en-cryption and antivirus software/functionality.
  - If any of the essential software is missing it automatically installs them on the end users device for security.

Windows Patch Management

- I make sure that the end user devices/servers are getting the required updates for applications/security updates and use the tool to stop unwanted updates as well roll back broken updates on devices.

Azure Active Directory (AAD)

- Setup Azure for new clients or pre-existing clients, moving their environments from AD to AAD.
- Intune MDM for Android Devices and Laptops as well as iPhones, setting up policies to protect company data on personal devices and work owned devices as well as deploying applications.
- Fully Manage User access in AAD, as well keep Azure Synchronization in check from AD to Azure/365 Environments for the Hybrid Environments. Fixing the syncs/setting them up.