

Skills

- Debian, Arch, CentOS, Fedora Linux, Windows 7-10, MacOS
- Juniper JUNOS, HP ProCurve, Ubiquiti UniFi, FortiGate
- VMWare vSphere, vCenter, ESXi, Windows Server 2019
- BASH, PowerShell, HTML, PHP, Java, VLAN, DHCP, DNS, CLI, CMD, Git

Employment

NCRi – System Administrator

May 2021 – Present

- Developed an in-house VDI Thin Client solution
 - With 99% of employees switching to WFH during the COVID19 crisis, securing sensitive financial data was top priority
 - Hardened CentOS Linux terminals allows only FortiClient VPN and Remote Desktop access using xFreeRDP for security, reliability, and user friendliness
 - Automated provisioning scripts written to streamline on-boarding processes for the help-desk team
 - Staged and deployed to 400+ end users at 3 offices located in Toronto, St. Catharines, and Montreal
 - VNC server implemented to remotely assist users
- Jumpbox Server for VDI administration
 - SSH Authenticates Admins from Active Directory through Kerberos with TOTP 2FA key
 - Uses SSH Key pairs with VDI Thin Clients for remote administration, configuration changes, and updates
 - Scripts written for the help-desk team to run diagnostic tests on the Thin Client, including a network test to isolate users with bad home networks
- Real-time Dashboard to monitor, log, and visualize IT infrastructure
 - Grafana front-end, hosted on Debian Linux, SSH AD authenticated with Kerberos and TOTP 2FA key
 - SNMP Networking logging and metrics to monitor historical networking infrastructure data with InfluxDB
 - vCenter metrics displayed visually with Prometheus to observe trends and loads on hosts
- Implemented a self-hosted internal documentation wiki
 - NGINX web server, BookStack Wiki, MariaDB SQL database, hosted on Debian Linux, SSH AD authenticated with Kerberos and TOTP 2FA key
 - AD LDAP credentials allow only IT department access with TOTP 2FA key enabled for secure access to the web front
 - Developed scripts to automate database backups and disaster recovery methods to isolate documentation from core infrastructure
- In-House Active Directory Password Reset Portal
 - Reduced 30% of help-desk ticket volume by allowing supervisors and managers to reset user passwords on a self-service portal
 - HTML Front-end user form with access control, PHP scripting creates .csv files on an SMB share on a Debian NGINX web server
 - Powershell script scheduled to read .csv file and reset passwords, then sends an emailed report to IT team with detailed logs
- Company Wide Infrastructure Overhaul
 - Migrated current physical infrastructure to a virtualized environment using VMWare ESXi Hosts with vCenter to centralize administration
 - Progressing through the migration of existing policies and users off the existing broken Windows domain to a new domain
 - Utilized Solarwinds SEM to log all data going through infrastructure, NCentral for remote management, Veriato to track and monitor users
- Manage and maintain physical server infrastructure in the office and in the datacenter
- Manage application upgrades, patching, security, and maintenance

Silverware POS – Field Service Technician

September 2020 – May 2021

- Setup, troubleshoot, and supported systems running Win XP-10, Android, iOS, Ubiquiti UniFi, HP ProCurve, KDS, QSR, and Epson POS Printers
 - Remotely assisted clients using UltraVNC, WinVNC, and LogMeIn
 - Integrated application software with Moneris, First Data Clovers, and Global Payments payment processing systems

SunTel Technologies MSP – Help Desk Level 1 Technician

January 2020 – July 2020

- Well versed with ConnectWise Manage, Automate, and Control to create, triage, log, and resolve service tickets
 - Diagnosed, troubleshooted, and maintained workstation and server hardware running Windows XP-10, Server 2019, and VMWare ESXi 7.0

Projects / Experience

Homelab – doc.nnserver.ca

Ongoing

An ongoing project for personal development with full documentation on processes and procedures

- VMWare ESXi 6.7 with vCenter Appliance hosted on a Dell r710 & r620 for vMotion and High Availability
 - pfSense Firewall with multiple VLAN's segmenting servers, users, IoT, and guests
 - Juniper EX3300 L3 core switch for 10Gig Uplinks
 - Windows Server 2019 lab environment to test GPO, VM deployment, AD Kerberos authentication, and Powershell scripting
 - All public web services are routed through a NGINX Reverse Proxy on a DMZ VLAN
 - Web services include a Portfolio page written in HTML and CSS, BookStack wiki for documentation, and NextCloud file hosting
 - WireGuard VPN and OpenVPN allow secure, encrypted remote access to the internal network
 - Grafana server used to monitor and graph all servers and VM's
 - Plex Media Server acts as a central media streaming service for my home, family, and friends
- unRAID file server with NFS, CIFS, SMB, and SFTP shares
- rSync scripts backup individual files from VM, automated with cronjobs, ghettoVCB backups ESXi VM's to the unRAID file server, then mirrored to a backup server
- Essential files are remotely backed up with WireGuard to a secure site for disaster recovery

Education
