

Skills

- Debian, Arch, CentOS Linux, Windows 7-10, MacOS
- VMWare ESXi, vCenter, Windows Server
- Java, Python, BASH, Powershell, HTML
- DHCP/DNS, VLAN, CLI, CMD, Git

Employment

NCRI – System Administrator

May 2021 – Present

- Automated the deployment of 300+ CentOS Thin Clients to NCRI staff with an agnostic and automated script
 - Minimalized the installation size to under 4GB and memory requirements under 1GB to utilize low-end hardware
 - Locked down all file systems and set system to a kiosk mode
 - Wrote an Instruction Manual for end-users
- Manage and maintain physical server infrastructure, storage, NAS, backups, and performance metrics
- Maintained Microsoft Active Directory replication, overall directory health, and management of objects
- Design, document, plan, and execute system upgrades and patches
- Handle support escalations from level 1 & 2 support
- Ensure continuous delivery of services through SLA with end users
- Leveraged my hospitality and IT experience to provide professional courtesies
- Maintained meticulous records and documentation of all work performed

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
 - Repaired display, harddrive, memory, and power supply issues on a diverse range of hardware
 - Worked with our L2 help desk to remotely assist clients using UltraVNC, WinVNC, and LogMeln
 - Installed and managed 2008, 2014, and 2016 SQL servers
 - Imaged systems using Macrium Reflect
- Staged and installed in tandem with client IT departments to integrate our systems with existing site networking
- Clients ranging from small single system restaurants to large 100+ system large scale hotels, integrating our systems with existing site networking

SunTel Technologies – 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, troubleshoot, and maintained workstation and server hardware running Windows XP-10, Server 2019, and VMWare ESXi 7.0
 - Migrated and upgraded accounts from Windows XP-8 to 10 while on-boarding new clients
 - Managed Active Directory for user accounts and Exchange mail server
 - Implemented Network Attached Storage (NAS) solutions for customers for business continuity

Rally Restaurant and Bar – Bartender / Server

November 2019 – December 2019

- Served in a high volume, high pressure environment, managing guest expectations by creating solutions that fit each unique situation

Projects / Experience

Homelab – doc.nnsrver.ca

Ongoing

An ongoing project for personal development with 400+ pages of documentation on processes and procedures

- Dell R710 hosting 20 primarily Debian Linux based virtualized machines on VMWare ESXi
 - pfSense Firewall with multiple VLAN's segmenting servers, users, and guests with HP ProCurve L3 managed switch
 - Web services include a portfolio page written in HTML and CSS, BookStack wiki for documentation, and NextCloud file hosting
 - All public web services are routed through a Reverse Proxy on a DMZ VLAN
 - Setup OpenVPN and WireGuard VPN's with encryption keys used to remotely access the internal network
 - Grafana server used to graph and monitor all servers and VM's
- unRAID file server with NFS, CIFS, SMB, and SFTP shares
- ghettoVCB backups ESXi VM's, rSync is scripted using bash to backup individual files from VM and automated with cronjobs
- Veeam backups Windows based computers and essential files are remotely backed up with WireGuard

York University – ITSA Club, Technician

Sept 2018 – July 2019

- Organized schedules for remote technical support meetings with RDP/LogMeln/TeamViewer
- Planned lessons for peers on Java, HTML, A+ certification, and Microsoft Office suite usage

Education
