

Rory Dudley



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<https://github.com/pinecat>

Education

Elizabethtown College

August 2016 – Present

Senior working towards their B.S. in Computer Science, with a minor in Cognitive Science. Expected date of graduation is May 2020.

Experience

Elizabethtown College Information & Technology Services; Help Desk Technician & Client Support Specialist

January 2017 – Present

As a Help Desk Technician:

- Provided technical support for students and staff at the college regarding e-mail, network connections, hardware diagnostics, and classroom technology.
- Operated technical equipment for lecture halls, such as sound boards and lighting consoles.
- Deployed projectors and sound systems for various lectures and presentations at the college.
- Documented and tested documentation for daily help desk tasks, such as responding to phone calls and emails, and keeping equipment such as laptops and iPads up-to-date.
- Setup and help configure point of sales devices.
- Trained new student employees on various help desk operations.

As a Client Support Specialist:

- Worked closely with the other members of the client support team to image, deploy, maintain, and update a wide range of different computers on campus.
- Documented and tested documentation regarding the imaging and deployment process of different kinds of computers on campus.
- Triaged and correctly diagnosed malfunctioning computers.
- Performed hardware replacements on malfunctioning computers (both desktops and laptops), including PCI and PCIe card swaps, memory (RAM) swaps, hard drive and solid-state drive swaps, processor swaps, and motherboard swaps.

Lorenz Schneider Information Technology Department; Network Administrator, Client Support Specialist, & Disaster Recovery Lead

June – August & December – January, 2016 – Present

As a Network Administrator:

- Setup, deployed, managed, and maintained multiple servers for the company.

- Built and configured multiple servers from scratch for various department needs.
- Experience working on an IBM AS/400 mainframe.
- Diagnosed and patched faulty server firmware and security vulnerabilities.
- Diagnosed and replaced faulty server hardware.
- Programmed and configured network devices such as Cisco wireless access points and Cisco firewalls.
- Setup an entirely new, guest network for the company, utilizing multiple Cisco wireless access points.
- Responsible for creating and managing various documentation regarding network administration tasks.

As a Client Support Specialist:

- Provided support for over 50 employees in the company regarding e-mail, network connections, and hardware diagnostics.
- Provided support for the hand-held, Windows based computers used by the company's 200+ distributors.
- Built and deployed new Windows computers from scratch for company employees.
- Responsible for updating and upgrading Windows computers, thin-clients, and hand-held computers for the company. This includes leaving the main office to meet distributors at warehouses and on their routes.

As a Disaster Recovery Lead:

- Created a full-featured Disaster Recovery Plan, comprised of an 80 plus page document, detailing the efforts to be made in the event of a disaster. It includes the recovery point objective (RPO) and recovery time objective (RTO) for different disaster scenarios, documentation on how all our data is being backed-up, as well as where it's being backed-up to, and how to restore that data in the event a disaster occurs.
- Worked to plan, setup, and manage the back-up schedule for all our network servers.
- Researched the benefits of cloud storage, and convinced the company to switch to cloud-based backups, as opposed to LTO-5 (tape) storage in use previously. This saves the company around \$3000 each year.
- Conducted extensive testing based on the disaster recovery documentation to ensure the recovery process goes smoothly in the event of an actual disaster.

Skills

- Programming Languages: Java, C, C#, Python, JavaScript, Go, SQL, HTML/CSS.
- Developer Tools: Git, Docker/Podman.
- Experience working in Windows, Mac, and Linux environments.
- Knowledge of disaster recovery best practices.