Ronnie Grover

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SUMMARY

Results-oriented Systems Administrator with 10+ years of experience optimizing IT environments for telecom and cloud providers. Proven ability to oversee and manage SaaS application ecosystems, ensuring seamless integration, optimized utilization, and secure operations. Adept at fostering enduring partnerships and serving as a liaison between technical and non-technical stakeholders. Leverages a strong foundation in full-stack web development (TypeScript, Next.js, React, Node.js) enabling the creation and support of modern, scalable web applications in evolving IT environments.

EXPERIENCE

IT Systems Administrator | 11:11 Systems | Houston, Texas | August 2018 - May 2023

- Led the creation and implementation of the IT department for a rapidly growing cloud solution provider. Maintained operational excellence across infrastructure, systems, security, and communications.
- Designed and executed automation workflows using Okta, Jamf, Active Directory, Google Workspace, and other tools. Optimized efficiency and accuracy throughout employee lifecycle processes.
- Collaborated with cross-functional teams to diagnose, troubleshoot, and resolve complex technical issues related to systems and integrations.
- Administered and maintained a fleet of Microsoft Windows servers, achieving 99.9% uptime over three years by applying regular security patches and updates using System Center Configuration Manager (SCCM).

Network Engineer | ConvergeOne | New York, New York | May 2016 - May 2018

- Maintained mission-critical network infrastructure for government entities, ensuring uninterrupted communication and operational efficiency.
- Configured and deployed network devices (routers, switches, firewalls, load balancers) to optimize performance and reliability.
- Analyzed business needs and successfully implemented tailored network solutions in collaboration with diverse teams.
- Performed network capacity planning, recommending and executing upgrades to support evolving business demands.

Commercial Tech Ops Support | Charter Communications | Hudson Valley, NY | May 2012 - May 2016

- Improved technical support processes, slashing response times by 20% and boosting customer satisfaction by 15%.
- Managed logistical coordination for projects, ensuring timely material delivery and minimizing operational downtime.
- Performed hardware inventory management, ensuring accurate tracking and efficient allocation.
- Troubleshot software compatibility issues, enhancing end-user experiences.
- Served as primary escalation point for Tier-1 and Tier-2 support, resolving complex technical problems.

EDUCATION

Computer Information Technology - Networking | Associate of Applied Science - SUNY Orange

Middletown, New York | 2013

CERTIFICATIONS

AWS Certified Cloud Practitioner | Amazon Web Services | 2023

Professional Google Workspace Administrator | Google Cloud | 2023

SKILLS

- Operating Systems: Extensive experience with Windows Server (2012-2022), Linux (Debian, CentOS, Ubuntu), and macOS.
- Cloud Infrastructure: Hands-on experience with AWS (EC2, S3, RDS, IAM), GCP (Compute Engine, Cloud Storage), and Azure (Virtual Machines).
- Virtualization: Proficient in VMWare ESXi and Proxmox hypervisor management, including configuration, VM deployment, and performance optimization.
- Networking: Strong understanding of Cisco networking (routing, switching, firewalls), TCP/IP, DNS, DHCP, and troubleshooting network issues.
- Security: Experienced in patch management, vulnerability scanning, firewall configuration, and multi-factor authentication (MFA) implementation.
- Scripting & Automation: Skilled in PowerShell and Bash scripting for automating system administration tasks and improving efficiency.
- Monitoring & Logging: Familiar with monitoring tools like Splunk, Nagios (or other relevant tools) for proactive system monitoring, log analysis, and alerting.