



Ronnie Grover

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SUMMARY

Systems Administrator with 10+ years of experience optimizing IT environments for telecom and cloud providers. Expertise in Google Workspace administration, including data migration, custom application development, and seamless integration with Okta and SaaS applications. Demonstrated success in leading complex projects, such as integrating acquired companies and automating onboarding/offboarding processes. Strong collaborator with proven ability to build relationships across technical and non-technical teams. Proficient in full-stack web development (TypeScript, Next.js, React, Node.js), enabling the creation and support of modern, scalable web applications in evolving IT landscapes.

EXPERIENCE

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

- Spearheaded the successful integration of acquired companies into the existing Google Workspace and Okta environment, ensuring data integrity, minimal downtime, and a seamless user experience for all employees.
- Leveraged deep Google Workspace product knowledge to troubleshoot complex technical issues, including account management, policy configurations, and integration challenges with Okta and other SaaS applications.
- Integrated various SaaS cloud applications into Okta with Google SSO, simplifying user access and authentication while maintaining robust security measures.
- Collaborated with HR to design and implement a streamlined onboarding and offboarding process within Google Workspace, automating user account provisioning, access permissions, and resource allocation.
- Acted as the primary Google Workspace administrator, managing user accounts, permissions, and security settings while maintaining 99.9% uptime for critical services.

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

- Managed logistical coordination for projects, ensuring timely material delivery and minimizing operational downtime and performed hardware inventory management, ensuring accurate tracking and efficient allocation.
- Troubleshooted software compatibility issues, enhancing end-user experiences and 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.