

# Ronnie Grover

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## SUMMARY

Seasoned systems administrator with a decade of expertise in streamlining processes and systems for telecom and cloud service 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. Possesses a foundation in web development and computer programming technologies to support the evolution of IT environments.

## EXPERIENCE

### **IT Manager | 11:11 Systems | Houston, Texas | August 2018 - May 2023**

- Spearheaded the development and implementation of the IT department for a high-growth cloud-solution provider, ensuring smooth operations of IT infrastructure, computer systems, security measures, communication systems, and devices.
- Designed and implemented automation workflows utilizing Okta, Jamf, Active Directory, Google Workspace, and other essential business systems to streamline employee lifecycle processes. Increased efficiency and accuracy by automating repetitive IT tasks.
- Partner across business departments to identify, evaluate, and resolve technical issues related to IT systems and integrations. Develop and implement automation workflows to facilitate user provisioning, deprovisioning, and role based access control.
- Collaborate with IT leadership and the security team to implement and enforce security measures, compliance requirements, and data protection.

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

- Troubleshooted, diagnosed, and resolved critical network outages for government agencies, minimizing downtime and ensuring the continuity of essential services.
- Traveled extensively to government sites across New York, performing on-site installation, configuration, and optimization of complex network infrastructure.
- Executed network upgrades and migrations for government entities, adhering to strict security protocols and change management procedures.
- Provided on-call support for government clients, ensuring rapid response to critical network incidents outside standard business hours.

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

- Streamlined technical support processes, reducing average response time by 20% and increasing customer satisfaction by 15%.
- Utilized foundational web development skills (HTML, CSS, JavaScript) to help coordinate logistical requirements, ensuring timely delivery of materials and reducing operational downtime by 10%.
- Conducted thorough hardware inventory of all projects, ensuring accurate tracking and effective allocation to local points of contact, resulting in improved efficiency and streamlined operations.
- Utilized technical skills in software testing and analysis to identify and resolve compatibility issues, ensuring smooth operations for end users.
- Served as the main point of contact for Tier-1 and Tier-2 support staff, handling all technical issues and escalations.

## 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

Interpersonal: Cross-Cultural Communication, Problem-solving, Negotiation, Leadership, Customer Service, Adaptability, Technical Proficiency, Relationship Building, Remote Support Skills, Teamwork, Empathy, Positive Attitude, Continuous Learning and Adaptability, Critical Thinking

Expertise: IT Management, System Administration, Security and Compliance, Server Hardware and Virtualization, Patch Management, Troubleshooting, Change Management, Vendor Management, SaaS Applications, Networking and Infrastructure, Cloud Computing, HTML, CSS, Java, Python, Next.js, React

Tools: Google Workspace, Windows, Linux, VMWare, Proxmox, Atlassian, Jira, Confluence, Git, VS Studio Code, Jamf, Cisco, Slack, Scripting, VoIP, MFA, Okta, Azure, Intune, O365, Operating Systems, UI/UX, AWS, GCP, Connectwise, 8x8, RingCentral