

## **Rick Thackeray**

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### **Professional Experience**

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#### **April '19 - June '22: System Administrator, City of Corvallis**

Responsible for administration of city wide information systems. Provided technical leadership to support-technicians. Designed and supported the deployment of servers, applications, and client devices. Prepared and maintained up-to-date documentation and user training materials.

- Completed city wide migration to VoIP phone system, which drastically reduced costs.
- Improved support team efficiency by creating custom PowerShell scripts.
- Received highest rating of "Exceeds Expectations" for delivering excellent customer service.

#### **June '16 - April '19: Tier 2 Support Technician, Corvallis School District**

Provided technical support to over 1200 students and 70 staff at 4 schools. Responsible for the deployment and support of iPads, Chromebooks, Windows clients, and network devices.

- Saved hundreds of technician hours by automating provisioning over 2000 iPads using PowerShell to interact with Jamf MDM's REST API.
- Reduced provisioning time by 80% for Windows devices districtwide by creating a Windows MDT server and automated the base image creation using PowerShell.

#### **Oct '15 - June '16: Tier 1 Support Technician, Crescent Valley High School**

Provided technical support to over 900 students and 50 staff. Supported a variety of classroom technology including iPads, Windows devices, projectors, and printers.

- Received highest rating of "Distinguished" for courteous and efficient written and verbal communication skills
- Created network performance analysis tool to help solve issue which greatly disrupted student learning

### **Education**

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**AAS - Network and Systems Administration**, Linn-Benton Community College 2013-2015

### **Skills**

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| • System Administration (Linux, Windows) | • Infrastructure as Code (Terraform) |
| • Scripting (Python, Bash, PowerShell)   | • CI/CD (GitHub Actions)             |
| • Containerization (Docker)              | • Configuration Management (Ansible) |
| • Version Control (Git)                  | • Networking (TCP/IP, DNS, SSL/TLS)  |
| • Cloud Infrastructure (AWS)             | • VPN (OpenVPN, WireGuard)           |

See full write-ups of personal projects on my tech learning blog at [rickt.io](https://rickt.io)