Randy Jones

Chandler, AZ
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PROFESSIONAL PROFILE - APPLICATION/SOFTWARE ENGINEER

- Ability to troubleshoot issues with networks, servers and desktops
- Strong problem-solving skills and a passion for technology
- Skilled with managing code releases with third-party vendors and various business units
- Self-starter with minimal supervision but excels in a team environment
- Experienced with creating SQL queries for business solutions

Summary of applications and skills:

Windows Server Administration	**VMWare**	**Linux**
SiteScope	**ETL**	**PowerShell**
AD, DNS, DHCP, IIS	**SCCM**	**SharePoint**
Nexpose	**SQL Queries**	**MS Exchange**

EDUCATION

Bachelor of Science (B.S.) in Information Technology, Western International University, Phoenix, AZ
Development Courses: PowerShell for Administrators, VMware Certification of Completion, Google Cloud Platform, Linux System Administrators

PROFESSIONAL EXPERIENCE

Intel Corporation - Chandler, Arizona   **February 2019 – Present**
Infrastructure Engineer

- Integrates, tests, installs, configures, and/or supports Factory automation Computing, Storage and Window client systems
- Managed operating system installs, patching, and break/fix of Windows and Linux
- Automates process to improve performance and reliability.

Wells Fargo - Chandler, Arizona   **November 2018 – February 2019**
Contractor, System Support Analyst

- Responsible for remediation of software application vulnerabilities
- Manages software configurations and edits where needed
- Analyzes software setup to reduce further risk and mitigating dependencies

Charles Schwab - Phoenix, Arizona   **May 2018 – November 2018**
Contractor, Windows Systems Administrator

- Responsible for planning, coordinating and implementing software version changes
- Utilized Microsoft tools to manage software deployments; such as, SCCM and Client Center
- Tested and Certified desktop applications for Windows 8.1 to Windows 10 – 1709 migration

PhoenixNAP - Tempe, Arizona   **September 2017 – May 2018**
Applications Engineer

- Design, configure and support reliable business systems for cloud and colocation services
- Managed Active Directory and GPO relationships for users, computers, and service accounts
- Experienced in editing ACLs, DNS and DHCP IP addressing in the network
- Mitigated vulnerabilities in the environment using Nexpose and Barracuda

- Updated Firewall rules according to application and server requirements
- Writing, Testing, and editing APIs to integrate applications
- Provisioning and supporting web servers and application servers in cloud environment

Vigilant Technologies - Chandler, Arizona   **December 2016 – September 2017**
Consultant, Infrastructure Engineer

- Installing test environment using VMware ESXi Technologies bare metal installation
- Provisioning new host and domain servers
- Supporting SharePoint backend server farm

Cushman and Wakefield - Jacksonville, FL   **September 2016 – December 2016**
Consultant, Data Analyst

- Responsible for Commercial Loan due diligence related to flood rules and regulations
- Executed SQL queries and analyzed output for content quality
- Reviewed Commercial Loan data to restore issues with incorrect or missing data points

Humana Pharmacy - Phoenix, AZ   **February 2016 – September 2016**
Contractor, Software Systems Engineer

- Supported application that controlled the flow of prescription drugs high volume dispensing
- Provided support monitoring application and web servers for health, performance, and system networking
- Managed relationship with third party vendor for support software upgrades
- Experienced in writing SQL queries to gather inventory details
- Upgraded servers from 2008 to 2012, and desktops from XP to Windows 7

- Maintained firewall rules, Access Control List, Group Policy updates
- Wrote windows command line and PowerShell scripts to identify system issues
- Researched issues related to Active Directory and setup new groups for users and servers

Scottsdale Insurance Company (acquired by Nationwide) - Scottsdale, AZ   **July 2015 – December 2015**
Contractor, Infrastructure & Systems Engineer

- Experienced in writing SQL queries to capture policy data and validate database content
- Managed all levels of the software development lifecycle: design, coding, testing, release and operational support
- Responsible for editing firewall rules according to application and business requirements
- Coordinated hotfixes and monthly service packs of third-party vendor application
- Tested applications after implementation of hotfixes and new service packs

- Provided research for development of new corporate warehouse database
- Advised on monitoring design and implementation of policy decision application
- Responsible for Active Directory and Group Policy research and updates
- Engineered migrations of application, web, and database servers from 2008 to 2012
- Designed and created documentation stored in SharePoint and OneNote

Bank of America - Chandler, AZ   **July 2006 – July 2015**
Lead Application Engineer

- Responsible for supporting multiple mortgage loan applications in a 24X7 on-call environment
- Monitored all systems with tools, such as, SiteScope, Netcool, Splunk and Tivoli
- Automated monitoring of webservices using Tivoli tools
- Accountable for timely research of application errors and editing configuration files
- Experienced in writing SQL queries to capture mortgage data
- Supported database connectivity and system ETL jobs

- Proactively monitored application servers, web servers, networks, and databases in a n-tier environment
- Routinely debugging code: VB, C#, and Java on .Net framework
- Analyzed and resolved issues with IIS (Internet Information Services)
- Deployed web service code in production and non-production environments
- Experience with researching and editing Active Directory and Group Policy
- Deployed software using Software Center Configuration Management (SCCM)