

# Gregory Davis

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🌐 [resume.robotra.sh](https://resume.robotra.sh) 🐙 [github.robotra.sh](https://github.robotra.sh)

## Senior Systems Administrator

Dedicated and experienced Senior Systems Administrator with over 6 years of hands-on experience in designing, implementing, and managing hardware and software policies and processes. Proven expertise in user and license management, procurement, and platform optimization. Skilled in proactive system maintenance, audits, and user training. Effective leader and mentor with a track record of guiding junior team members and resolving escalated issues.

## Work experience

### Senior Systems Administrator

08/2019 - 03/2024

#### Sledgehammer Games (Activision Publishing Inc)

- Designed and implemented pipeline infrastructure across 4 global locations, 120+ physical hosts and 800+ VMs, resulting in optimized workflows and increased productivity.
- Developed automation tools using PowerShell and .NET C# to streamline new hire onboarding processes, reducing onboarding time.
- Managed and implemented alerting and device management tools such as SolarWinds and Observium/LibreNMS to ensure system reliability and performance.
- Managed Helpdesk ticketing and auditing systems, including Alloy Software - Navigator/Discovery, to maintain accurate asset tracking and compliance.
- Managed asset onboarding, tracking, and auditing utilizing Alloy Discovery and Absolute. Includes building reports in MS Report Builder for software license usage and device utilization during lifecycle for company device/software utilization audits.
- Managed and implemented Linux based servers (Proxmox VE, Ubuntu, Rocky) which includes imaging, localizing, initializing/troubleshooting network devices (including static IP, DNS, vlan, bond configuration, etc), driver management, storage management (disk management, RAID setup with MDADM, LVM setup) and onboarding systems to an established Puppet/K8s environment using bash scripts in collaboration with the central DevOps team.
- Researched, deployed, and managed Microsoft Defender for Endpoint which includes running reports, managing AV policies, locating and resolving potential malware in the environment, and working with end-users to establish/reinforce security policies.
- Deployed and managed Microsoft Configuration Manager including initial deploy and integration, device image creation for onboarding, automated monthly patching deployments, and over 120 applications added and maintained for baseline, push (admin), or Software Center installation.
- Managed and implemented Synology and Quantastor Storage systems.
- Managed Slack workspaces, user memberships and app integrations (including creating custom Slack integrations).
- Managed Perforce client setup, server/project access, troubleshooting, and create automated/scripted processes.
- Managed JIRA/Confluence user/group access and AD integration.
- Worked with technicians and junior IT staff to expand knowledge and fill gaps.
- Utilized and managed varying storage technologies (CEPH, NFS, SMB, etc).
- Built and administered images, software, and script deployments/configurations via SCCM and Intune
- Work with vendors and VARs to POC new technologies in our environment.
- Shipped 4 AAA game titles all requiring changes in infrastructure and workflow for our DevOps, engineering and creative teams.
- Documented new SOPs and infrastructure plans/layouts for both end-user and IT peer consumption.
- Strong communication and collaboration with peers, stakeholders, and end-users.

### Desktop Support Technician

10/2018 - 08/2019

#### Sledgehammer Games (Activision Publishing Inc)

- Troubleshoot and image end user devices for an organization of 650+ users.

- Write and maintain Powershell scripts utilized in onboarding processes.
- Manage users and groups in AD, AAD and on-prem Exchange.
- Onboard new users and introduce IT policies.
- Balance workloads between end-user support and ongoing projects (automations, system backups, AD/AAD cleanup, etc)
- Update and create documentation for end-users and junior IT staff to standardize on processes and procedures.

## Consumer Services Advisor

01/2016 - 09/2018

### Microsoft

- Teach, troubleshoot, and support Microsoft Windows including Windows 7, 8.1, and 10.
- Teach, troubleshoot, and support Microsoft Office products including Office 2010, 2013, 2016, and Office 365.
- Teach, troubleshoot, and support Microsoft Outlook in scenarios including first setup to advanced troubleshooting.
- Cross-team work including escalating support for tickets for warranties, out of scope repairs, and proprietary application support (i.e. CRM, AX, etc).
- Troubleshoot and support Apple products running iOS and MacOS.
- Teach and develop 24+ technicians in supporting Microsoft's cloud solutions including Microsoft 365, Office 365 for Business, EMS, Intune, and AAD
- Design and continually develop an evolving knowledge base of information that helps myself and my team decrease our device turnaround time and enforce standards based on my experience and insights from peers.
- Created several pieces of software (.NET C#) to increase process speed and efficiency including disk management and device information gathering/handling.
- Communicate and implement new processes and procedures that increase efficiency and decrease turnaround time of our services.

## Product Advisor

10/2012 - 01/2016

### Microsoft

- Presented and explained new technology to customers.
- Used sales skills to create and close sales with add-ons.
- Gave feedback and feedforward to coworkers as well as offered assistance with customer interactions when needed.
- Used a computer system to track customers interested in future products in order to close future sales.
- Used a POS system to accept varying forms of payment.
- Repaired and offered repair advice on various systems including POS systems, domain PCs, and customer PCs.

## Key Skills

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### Production Environment:

- Windows and Windows Server administration and troubleshooting including
  - Setup (bare metal and virtualized)
  - Network configuration and troubleshooting
  - Domain joining
  - Storage management
  - IIS configuration and management
- Linux administration and troubleshooting including
  - Setup (bare metal and virtualized)
  - Localization
  - Network configuration and troubleshooting
  - Domain joining
  - Storage management (RAID, LVM, etc)
  - Apache configuration and management
  - Joining to Puppet environment
- Hypervisor management (Proxmox/VMware)
- Process automation and coding (Powershell/C#/Python)

- MDM administration (MECM, Intune, JAMF)
- Active Directory and Azure AD administration
- Jira/Confluence administration
- Slack Enterprise administration and bot creation/maintenance
- Perforce Administration
- New systems research, design, and implementation (Helpdesk, Auditing, Alerting/Monitoring, AV, etc)

**Personal Skills (Home Lab):**

- NGINX reverse proxy setup and management
- Self-hosted Wordpress site utilizing Apache and MySQL
- Website instance deployed and managed with Ansible
- pfsense setup and management
- AWS resource creation/automation via Terraform

## Certifications

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**AWS Certified Cloud Practitioner (CLF-C02)**

4/8/2024