

JAMIE FELLOWS



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Professional and experienced Air Force Veterans seeking to contribute knowledge and skills acquired through a 10 year career within IT.

Skills

DEVELOPMENT

HTML
CSS
PHP
Javascript
MySQL
Bootstrap
LAMP
Powershell
Java
Angular
Node

TECHNICAL

Windows Operating Systems
Active Directory
SCCM
Landesk
Cisco Anyconnect
Dual Authentication
Mac
iPhone
VPN software
Networking
Hardware Troubleshooting
Software Troubleshooting
Call Managers
Citrix
Remedy
HEAT
Oracle Virtual VM Virtual Box
Apache
Microsoft Office
Ubuntu Server
Azure
VMware
Powershell
Solarwinds
IIS
HP Servers
Dell Servers
Cisco 5506
Duo
Azure
CentOS 7
Mongo

CERTIFICATIONS

COMPTIA A+
COMPTIA Network+
COMPTIA Project+
CIW Web Foundations
CIW Javascript Specialist
Microsoft MTA 98-349
Microsoft MTA 98-365
COMPTIA Security+

Employment

eHealth Technologies

IT Engineer

- Azure Architecture development and monitoring.
- Deploying servers to customer sites for integration with Image Exchange solution, which includes a Cisco ASA, and HP Proliant server.
- Building and monitoring web application to display when services are impacted throughout office.
- Supporting and monitoring VMware environment utilizing Ubuntu and Windows operating systems.
- Deployed Two-Factor authentication for Outlook Web Access and Remote Desktop Access for external users.
- Deployed and maintained Barracuda Archiver to import over 10 years worth of emails, and journal all new emails.
- Performed upgrade for Solarwinds monitoring application to most current version.
- Monitoring and maintaining IIS servers for multiple applications.
- Install and configure Microsoft SQL Server.
- Performs DevOps tasks to automate software deployment and troubleshoot and resolve any incident that may occur with software.
- Creates powershell scripts to implement automation and better maintenance within environment.
- Created Web Interface for in-house monitoring service.
- Participates in maintaining and updating infrastructure to meet company policies for HIPPA compliance.

West Henrietta, NY
Jun 2016 to Current

VWR

Administrator - Client Technologies

- Provided onsite support for hardware and software issues related to desktop, laptop, and phones for end users.
- Provided onsite maintenance support for onsite server and network equipment.
- Maintained active inventory of equipment.
- Do daily backup for QSS system and store tapes onsite.
- Pushed software through LANDESK utility.
- Assisted in transitioning users from Lotus Notes to Office 365.

West Henrietta, NY
May 2015 to Jun 2016

Kane IT Solutions - University of Rochester

Help Desk technician

- Provided remote troubleshooting for hardware and software issues pertaining to users working at home and in the office.
- Enrolled users in dual authentication to increase security.
- First stop for eRecord troubleshooting and training.
- Managed emergency situations related to hospital's computer infrastructure.
- Maintained software installation through SCCM.

Henrietta, NY
Jul 2014 to May 2015

Tech Lock, INC

Desktop Engineer

- Lead small team to configure Linux based thin clients for deployment and testing.
- Provided onsite data center maintenance support.
- Account manager: Maintained all network access for all end users by creating and deleting accounts.
- Provisioned VoIP phones through Cisco call manager.
- Provided network scans for clients to determine potential network vulnerabilities and provided recommendations to remediate the potential security conflict.

Geneseo, NY
Apr 2014 to Jul 2014

Shoretel Sky

Support Engineer

- Provided technical support for Cisco VoIP phones.
- Basic network troubleshooting through Cisco routers to determine cause of call quality issues.
- Managed customer accounts by adding and removing products to customer accounts.
- Resolved billing conflicts for customers.

Rochester, NY
May 2013 to Apr 2014

United States Air Force - Active Duty

Client Systems Administrator

- Provide hardware, software, and network troubleshooting for multiple domain environments.
- Conducted operation system deployment.
- Web Page maintainer for organizational web site.
- Coordinated maintenance weapon system through contractors and active duty personnel.
- Maintained accounts for multiple domain environments.
- Conducted software updates and patches through SCCM and local installation on computers.
- Updated 1000+ computers from Windows XP to Windows Vista.
- Updated 1200+ computers from Windows Vista to Windows 7 in 2 weeks.

Beale AFB, CA
2007 to 2011

Client Systems Technician

- Lead team to reorganize base Help Desk to better suit the needs of end users and provide a quicker resolution time frame.
- Provided onsite and remote support for computer hardware and software trouble.
- Repaired analog phone lines.
- Maintained asset management warehouse and inventory system for entire installation.
- Responded and cleaned potential malware situations.
- Managed 15,000 network accounts.

Langley AFB, VA
2011 to 2013

Education

Western Governors University

BS IT - Software Emphasis 2017

Completed degree while going to school full time while working full time.

Projects

Java - School Project 1

Built a inventory system that utilized JavaFX for the interface. The purpose of this project was to introduce students to Java and have them build a simple application.

Java- School Project 2

Create a Appointment calendar that connects to a MySQL database. This application required the end-user's timezone at login to impact how the application performed CRUD actions.

Electronic Gaming Federation Web Site (HTML/Bootstrap/Javascript/CSS/PHP)

A front end website was created for Electronic Gaming Federation to advertise eSports tournaments. This page can be found here:

<http://college.egfederation.com/>