SAMUEL DIXON

TECHNOLOGY SUPPORT ENGINEER

💼 EXPERIENCES

Present | Jun 2018

Cloud Services Engineer
AHEAD   📍 Remote, Chicago, IL
- Work with a team focused on AWS project delivery
- Perform AWS engineering tasks in a client facing role
- Code, test and deploy infrastructure as code and Python scripts for clients
- Participate in on-site client workshops and knowledge transfers
- Create documentation of completed work for hand off to clients

Present | April 2018

Freelance Consulting
Self Employed   📍 Pendleton, IN
- Assist WR Dunkin & Son, FJ Watkins & Co and The Dixon Construction Group in small business IT needs
- Assist users with troubleshooting Windows, Word, Excel, Outlook and Quickbooks issues
- Maintenance of Windows and Exchange Servers
- Setup new Office 365 Email accounts
- Occasional need to build or troubleshoot desktop computers

Jun 2018 | Jan 2016

Associate Consultant
Virtusa   📍 Indianapolis, IN
- Work with a team focused on managed service delivery as well as consulting/professional services
- Directly support a variety of clients ranging from small business to large enterprise
- Manage and support a wide variety of technologies with a focus on Microsoft, Linux, and Amazon Web Services
- Subject matter expert of multiple client environments
- Maintain documentation, problem management and monitoring tools to improve service delivery
- Work on client or monitoring submitted incidents with end-to-end ownership of the problem
- Coordinate with global resources for planning off hours maintenance

📂 SELECTED PROJECTS

2017

AD Object Import
Virtusa, Technical Lead
- Worked with a client to develop a PowerShell script that imported users from a csv file to update Active Directory accounts based off employee ID. Used PowerShell to ensure data in CSV was consistent, only updated relevant fields, and configured logging of what objects were updated. Configured scheduled jobs via PowerShell that would only trigger if certain components were in place.

2018

AWS Foundational Deployment
AHEAD, Engineer
- Worked on a project assisting with deployment of CloudFormation templates from the AHEAD standard framework for a foundational AWS Build. This involved customizing CloudFormation templates from our base template, creating custom CloudFormation templates to meet specific client needs, deploying the stacks across multiple AWS accounts and validating the configuration works properly.

💼 VOLUNTEER EXPERIENCES

Present | 2017

Assistant Boys Cross Country Coach
Pendleton Heights Middle School   📍 Pendleton,IN

🎓 CERTIFICATIONS

2018

AWS Certified Solutions Architect Associate

2015

Microsoft MTA 98-365 - Server Administration Fundamentals

2015

CompTIA A+

CONTACT INFO

✉ samljdixon@gmail.com
📞 317.450.8066
in
linkedin.com/in/samljdixon

SKILLS

Operating Systems
- Windows 7, 8, 10
- Windows Server 2008, 2012, 2016
- Red Hat Enterprise Linux/Centos 6,7
- Mac OSX
- Ubuntu Desktop

Server Technologies
- IIS 7.5, 8, 10
- Active Directory
- Exchange Server
- Apache

Software
- Microsoft Office
- Google Docs
- Quickbooks

Scripting Languages
- PowerShell
- Python
- Bash

Cloud Technologies
- Amazon Web Services
- Office 365

Hypervisors
- Hyper-V