

# Sterling Peck

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## Education:

### University of Utah

B.A. History

### Salt Lake Community College

Associate of Science

## Professional Experience:

### ARUP Laboratories: System Services Admin II

April 2020 - Present

Salt Lake City, Utah

- General user/email account management and local access/permissions.
- Microsoft Exchange email administration.
- Administer identity and Security systems, including AzureAD, SEP and MS Defender.
- Administer communication and collaboration services, i.e Office365 and Teams.
- Windows server design, installation, troubleshooting and patching in order to stay compliant and up to date with security.
- Responds to Helpdesk and System Admin I queue escalations.
- Other duties/projects as assigned.

### Clearlink: Sr. IT Support Engineer / WFH IT Support Manager

November 2017 – April 2020

Salt Lake City, Utah

- Manager for Work From Home IT Support team.
- Provide on-site and remote windows and mac support for all Clearlink locations. This includes basic troubleshooting for computer hardware and software related issues to networking and systems management.
- Basic Network and Server administration, VLAN changes, switch management etc.
- Support for VMs through the AWS environment.
- Responsible for writing new PC images and general PC image management.

### Goldman Sachs: Client Services/Computer Specialist

May 2017 – October 2017

Salt Lake City, Utah

\*This was a contract position

- Provide remote firm-wide computer support for all Goldman Sachs locations around the world.
- Software support and management for windows software and in-house developed add-ins and applications. This includes general technical support for printers, project shares, AD accounts and groups and general software installation and troubleshooting.
- NDS\_V Team – This role gave me the ability to manage and deploy new virtual machines to users as necessary and act as a second tier for VM related issues.
- Messaging Team – In this role we provide high profile, top-tier support for Outlook/Exchange issues, Lync issues, and Sharepoint management and troubleshooting. We also take care of mailbox expansions as well as Sharepoint permissions, expansions and migrations. We vet and manage incoming and outgoing mail between the private and public space within the firm.
- Apple Care Team – Supporting apple software and in house developed applications for GS devs. Our apple space is primarily managed through JAMF/Casper.

## **Northwest Arctic Borough School District: PC Field Technician**

Kotzebue, Alaska

Aug 2016 – May 2017

\*This was a contract position

- Provided a broad spectrum of computer support for teachers, students and staff within the NWABSD school district which comprised 10 remote villages. My responsibilities ranged from general computer support/help-desk type tickets to server or networking management. We supported a local district office and flew out to remote sites weekly for general help and maintenance.
- VM management using VMWare.
- Hardware and software management with mostly Macintosh computers. Fixes ranged from simple SSD replacements to screen replacements.
- Software management and deployment through Casper/JAMF.

## **Huntsman Cancer Institute: Jr. Systems Administrator**

Salt Lake City, Utah

Dec 2012 – Aug 2016

- Configuration and upkeep for both Windows and Linux servers. I maintained roughly 260+ servers, half of which are virtual machines using Microsoft Hyper-V. This management ranges from simple patching, performance tuning, group policy management, documentation, software and hardware installations, to analyzing system logs and system security.
- Exchange management.
- Data protection management and archival tape backups using an SL500 tape library.
- Management of file server permissions and security.
- General technical support for all Huntsman hospital and research computers, cisco phones, printers etc... This includes maintaining user accounts and permissions through Active Directory, mapping user drives, and troubleshooting any software or hardware related issues in both the hospital and research environments.

## **Skills and Expertise:**

- Good troubleshooting skills and oral communication based on years of help desk experience and working in a professional environment. - Creating and maintaining documentation and wikis. - Large scale project planning and implementation.
- - Active Directory and Domain management - AzureAD - Microsoft Exchange - JAMF - VMWare - HyperV - DPM - O365 - SQL - SEP - Defender - HPE Proliant Blade Servers - Cisco Meraki and Catalyst Switch configurations - AWS - Powershell - Varonis DatAdvantage - ACLs and file share permissions/management.
- \* Currently enrolled in a full-stack front-end web development bootcamp \*

## **Extracurricular:**

- Vice President of the Town Park Home-Owners Association from 2013 – 2016.
- Organized and ran the K-12 Minecraft Club for the Northwest Arctic Borough School District.
- Internship through HP as a student sales representative at University of Utah Bookstore.
- Internship through the Salt Lake City School District, computer related assistance.

## **References:**

Benjamin Devedzic (801) 671-0849

Benjamin Richardson (801) 783-9727

Jordan Clark (801) 821-8500

Martin Burgess (801) 419-1470