**ANDREW SHANNON**

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# Professional Summary

Networking:

Proficient in TCP/IP protocols, router configuration (Cisco, Belkin, NetGear, Linksys, Meraki), switches (HP/Linksys/POE/Patch), wire maintenance/cable management, proxy server management, and Telnet, Wavelink(RF Guns.)

Operating Systems:

I am experienced with Windows Server (2008r/2012/2016/2022), Windows (WIN7/WIN10/WIN11), and Linux (Centos/Redhat/Ubuntu/Mint).

Hardware:

Skilled in handling desktop/laptop/mobile devices, assembling/disassembling PCs, installation, testing, troubleshooting, repair, cable management, and printer setup (HP, Zebras, Brothers, etc.)

Security:

Knowledgeable in Syntax, RSA Management System (key fob), two-step verification, antivirus software deployment, VPNs, firewalls, Pulse, Barracuda, Microsoft Intune, and MobileIron.

Telecommunications:

Proficient in Mitel Admin. Tool, Sip Phone System, Skype, Avaya, Microsoft Teams.

Admin Tools:

Experienced with Exchange Management Console, Active Directory, Printer Management, Tyco Management System, Maas 360, Windows Deployment Server, E-Collection, Titanium, DAKCS, Intune Company (Mobile Application), Active Management Tools, Lockout Status(Active Directory Plugins), Azure Portal, M365 Admin Portal, Veeam Management Console, Rubrik Back Management Portal.

# Professional Experience

## VasoHealthcare, System Administrator September 2018 - Present

* Embarked on my career within the high-level help desk, swiftly ascending to System Administrator, demonstrating substantial growth in technical acumen and leadership capabilities.
* Championed the strategic enhancement of IT infrastructure, integrating pivotal technologies such as Office 365, Azure Cloud Security, and Microsoft MDM, alongside pioneering business technology integrations.
* Directed the establishment and meticulous management of physical data centers, employing cutting-edge solutions like Dell Hosts, SANs, and advanced networking components from Dell and Meraki, emphasizing configuration precision and systematic cable management.
* Engineered sophisticated VPN deployments to bolster network security and efficiency, leveraging advanced traffic management and explicit security protocols via the Meraki dashboard.
* Implemented resilient networking protocols, including comprehensive failover/failback mechanisms and dynamic updates for critical devices, ensuring seamless operational continuity.
* Managed licensing, backup solutions, and system enrollments, significantly enhancing data protection and reliability across Azure and hybrid environments.
* Administered an extensive array of IT components, from cloud applications to advanced security measures, VM administration, and automation scripts, ensuring a secure and efficient IT environment.
* Executed detailed device and asset management strategies, underpinning deployment precision, maintenance efficiency, and adherence to security standards.
* Innovated network architecture with strategic VLAN configurations and node isolation, supplemented by an effective alerting system and strategic vendor partnerships.
* Deployed CRM solutions and managed software repositories, elevating organizational efficiency and software lifecycle management.
* Developed and deployed Microsoft Intune packages, facilitating streamlined application management and distribution.
* Crafted SLA protocols and automated ticketing processes, improving IT service delivery and operational support.
* Established and managed secure web server environments, ensuring safe and efficient web communications.
* Initiated and managed Azure Disaster Recovery operations, including backup system setup and migration testing, to fortify security and system resilience.
* Implemented VM monitoring and cost management strategies, utilizing elastic setups for Azure VMs to optimize resources.
* Instituted naming conventions and SOPs and managed documentation via SharePoint and Microsoft Teams, enhancing organizational standardization and efficiency.
* Oversaw the setup of Active Directory Forest, organizational units (OUs), security groups, Entra AD sync, and replication topology, ensuring robust directory services and identity management.
* Upgraded server OS and meticulously built development environments before live production rollouts, guaranteeing smooth transitions and system reliability.
* Developed and disseminated training videos and documentation for MSP staff and end-users, enhancing knowledge sharing and operational proficiency.

Top of Form

## ImageQuest, Level 3 Helpdesk Support January 2018 – September 2018

* Delivered comprehensive onsite and remote support, specializing in Microsoft Office Suite, ensuring optimal software performance and user proficiency.
* Configured and maintained Meraki firewall systems, providing robust network security and operational support.
* Administered VMware vSphere environments, optimizing virtual infrastructure for performance and reliability.
* Managed Hybrid and Azure AD Joined devices through MDM, streamlining device policy enforcement and user access.
* Maintained Active Directory on-premises, overseeing accounts, security groups, and Group Policy Objects (GPOs) to ensure secure and efficient network operations.
* Conducted technical writing and environmental assessments, contributing to the organization’s knowledge base and operational improvements.
* Oversaw patch update management, ensuring systems were secure, up-to-date, and compliant with industry standards.
* Supported Microsoft Teams and Skype for Business, managing policies and licenses to facilitate seamless team communication and collaboration.
* Provided remote support and VPN connection troubleshooting, ensuring reliable access to network resources for remote users.
* Managed wire maintenance, printer servers, and wireless printer setups, ensuring reliable connectivity and print services across the organization.

## ModusLink, IT Analyst August 2017-2018

* Delivered exceptional onsite and offsite technical support, effectively managing a ticketing system aligned with Service Level Agreements (SLAs) to ensure timely resolution of issues.
* Expertly performed desktop and laptop imaging and upgrades, proficient in Windows 7 and Windows 10 operating systems, facilitating seamless migrations, backups, and patch management.
* Utilized SCCM 2012 and MDT tools for operating system customization, enhancing system efficiency and user experience.
* Skilled in troubleshooting and repairing physical damage on desktops and laptops, maintaining optimal hardware performance.
* Proficient in Microsoft Office Suite, including Office 365, with advanced Excel, Power BI, PowerPoint, Word, and Access Database knowledge, supporting diverse business needs and data management tasks.

## Windham Professionals, IT Analyst April 2014 – August 2017

* IT Analyst at the site, effectively supporting a user base of over 400, along with server and LAN/WAN hardware maintenance.
* Fostered collaboration with various company groups to analyze and troubleshoot issues to resolution, enhancing system reliability and user satisfaction.
* Administered and expanded the Active Directory and LAN/WAN environment, ensuring robust network performance and user connectivity.
* Engineered and implemented a comprehensive network backup strategy, collaborating with antivirus vendors to design and deploy system upgrades to end users.
* Played a crucial role in disaster recovery efforts, including archiving, backups, restores, tape rotation strategies, disaster recovery solutions, and SAN replication for data archiving.
* Delivered comprehensive user account management and help desk support, including 24/7 emergency support, to maintain high service levels across the facility.
* Contributed to managing WAN data communication equipment and services and PBX/Voice Mail systems, ensuring seamless communication infrastructures.
* Identified and rectified system or process flaws that impacted data performance, improving system integrity and operational efficiency.
* Employed advanced troubleshooting techniques for issue diagnosis, research, isolation, and resolution, ensuring minimal downtime.
* Managed incoming support inquiries via email and verbal requests, providing prompt and accurate assistance to users.
* Meticulously documented and tracked issue activity in a tracking system, optimizing issue resolution workflows and documentation.
* Analyzed common user issues to develop and document effective solutions, reducing repeat incidents and enhancing user self-service options.
* Monitored unresolved ticket statuses, facilitating precise and timely communication with issue submitters to maintain transparency and trust.
* Actively participated in the on-call rotation, resolving user and system connectivity issues during off-hours, ensuring continuous system availability.
* Ensured the timely resolution of IT tickets, directly contributing to improved user experience and system reliability.
* Provided specialized support for Windows XP and legacy workstations, alongside troubleshooting efforts to maintain system functionality.
* Supported MS Office suite, ensuring software efficiency and productivity for users.
* Responsible for setting up and maintaining peripherals, including printers and scanners, enhancing operational efficiency and user satisfaction.

## Dell Services, Federal Gov., Helpdesk Support Tech for Homeland Security June 2013 – April 2014

* Created and worked helpdesk tickets to resolution.
* Monitored and troubleshot issues on the network.
* Performed back-end network router and proxy/server web filter requests.
* Managed security software and end-user education.
* Performed post-resolution follow-ups to helpdesk tickets.
* Asurion, MTS (Mobile Tech Support) August 2012 – June 2013
* Handled incoming calls from customers regarding their mobile devices.
* Assisted customer with device setup and device education.
* Provided customers with logical troubleshooting to resolve operation issues.
* Used processes outlined and achieved First Call resolution standards.
* Troubleshot mobile devices on all platforms (BBM, iOS, Windows, Android).
* Exchanged Active Sync – Calendars, Contacts, POP3, IMAP, TTL, SSL.
* Maintained quality call standards as trained.
* Maintained an average monthly response time standard.
* Proactively found new technology trends and solutions for the knowledge base.

## Dell/Boeing, Help Desk Universal Agent July 2011 – August 2012

* Assisted customers with diagnosis and problem resolution.
* Maintained customer loyalty by treating customers with empathy and professionalism and resolving issues to satisfy the customer and the company.
* Troubleshoot problems with DSL connections, modems, and home networks.
* Educated customers on using filters and splitters, spyware, virus, and spam removal.
* Diagnosed and corrected internet connections and computer issues via phone or person.
* Configured internet browsers like Microsoft Edge, Mozilla Firefox, and Google Chrome.
* Downloaded and installed USB and Ethernet drivers for internet connectivity.
* Assisted customers with setting up, configuring, and installing LAN/WAN.
* Genco, Electromechanical Repair Technician/Lead Troubleshooter October 2010 - July 2011
* Troubleshot and diagnosed hardware and software issues for many Desktops and Notebooks.
* Determined the most cost-effective course to repair systems.

## **Education and** Certifications

* Nashville Auto Diesel College, Nashville, TN Associate of Applied Science in Diesel Automotive Technology, 2004 –2006
* Truck Association of America, Louisa, KY CDL, 2006
* Job Core, Pine Knot, KY State Automotive Certification, 2002
* Wilson County Vocational, Lebanon, TN State Certification, 2002
* Public Trust Security Clearance
* Employee of the month – Windham Professionals
* ITIL (ITS Infrastructure Library) Certification
* HDI-CSR (Help Desk Institute - Customer Service Representative)
* Highest Honors and Technical Excellence
* ASE Certification
* 100% Call Audit – Asurion
* VMware vSphere v7 Management COC
* I have completed training on Apache Tomcat, Azure Design and Management, Web Site Design, and vSphere management on Udemy.