

ERIC GRAHAM

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IT ADMINISTRATOR

COMPLEX PROBLEM SOLVING • CUSTOMER SERVICE • RESULTS-DRIVEN

Experienced Systems Administrator with 10+ years in configuration, security management, user access, network administration, and server monitoring/performance tuning. Flexible and adept at learning new applications across various industries. Skilled in building and leveraging client and customer partnerships. Proficient in managing technical issues from identification and analysis through problem-solving, solution design, and delivery. Committed to maintaining IT infrastructure to ensure secure operations that support organizational objectives.

EXPERIENCE

Hi! Tech, New York, NY

02/2022 - 12/2023

IT consulting service provider focusing on offering premium and approachable IT support to technology-forward businesses

System Administrator

Administered and optimized project management and issue-tracking systems. Configured and managed laptops, mobile devices, and remote servers using secure protocols. Enhanced application performance and implemented process improvements to improve the end-user experience.

- Resolved 90%+ customer support issues within 24-hour Service Level Agreement (SLA).
- Rapidly acquired expertise in Jira application to lead enterprise-level support, configuration, and administration within two months.
- Collaborated with IT and Compliance to identify user requirements and automate JIRA request process, resulting in faster ticket response times and improved SLA tracking and reporting.

Ankura Consulting Group, LLC - New York, NY

10/2021 - 01/2022

Global expert services and advisory firm partnering with clients to protect, create, and recover value through solutions in risk, performance, and compliance

Network Security Analyst Associate

Monitored and responded to security incidents, using network analysis tools to detect and troubleshoot threats. Managed network security to ensure industry compliance, analyzed traffic to protect sensitive data, and generated reports for escalation and training identification.

- Reduced security and data breaches for company clients by proactively identifying malicious network activity and the transmission of personally identifiable information (PII) for mitigation.

W. W. Norton & Co. - New York, NY

03/2018 - 10/2021

Publishing company specializing in academic and professional literature

Senior Desktop Support Analyst

Managed desktop support and Active Directory for user accounts and permissions, administered printers and servers, and ensured data security. Supported Mac fleet of computers for New York branch. Trained new hires on IT policies and security guidelines.

- Team leader to assess a ransomware breach and collaborated with the infrastructure team to build a project plan to recover 80 computer systems and data, achieving office reopening without data loss or ransom payment.
- Successfully integrated Macs into existing Active Directory, achieving centralized endpoint device management, a unified authentication process, standardized security policies, and streamlined access control.
- Implemented a new Linux server to correct Mac-shared file and directory permission issues, resulting in improved file handling, enhanced server stability, increased reliability, and greater scalability.
- Developed automated Python script to execute at login and assign and set up printers missing from Mac devices, resulting in 13% fewer total Help Desk tickets on average/week.

Ryan McGinley Studio - New York, NY

04/2017 - 04/2018

*Provider of fine art and studio photography.***System Analyst (Contractor)**

Resolved IT issues to enhance user satisfaction and optimize network performance by upgrading equipment and eliminating redundancies, which improved speed and reduced latency.

- Implemented new backup procedure reducing risk of data loss.
- Enhanced network performance by adding ports and replacing outdated switches, improving processing speeds, and reducing maintenance costs.
- Authored equipment upgrade knowledgebase document and trained end users in new policy, resulting in reduced network downtime for end users.

Multiple System Administrator Roles - New York, NY

06/2009 - 03/2017

Provided operating systems and software support, optimized system performance, and ensured system updates to manage security vulnerabilities. Managed user accounts, and implemented backup plans for servers and storage systems with a focus on companies in the creative services industry.

- Enhanced system performance by monitoring network traffic, analyzing access points, and quickly resolving issues, ensuring high server reliability and improving uptime to 95%+.
- Automated the deployment process for large-volume images, replacing the manual creation method and reducing employee workload.
- Designed and implemented multi-tier server backup plans and RAID storage systems, leveraging comprehensive data protection strategies to ensure data availability, integrity, and efficient use.
- Led the migration of 500+ user accounts from Open Directory to Active Directory, resulting in streamlined account management, alignment with enterprise standards, and simplified end-user logins.

TECHNICAL SKILLS

Scripting & Automation | Python | Network Infrastructure Protocols | Operating Systems | Windows | Google Workspace | Google Meet | Crestron | DevOps | Office 365 | Azure AD | Data Storage & Backup | MySQL | QNAP | Synology | Security Information & Event Management (SIEM) | Ticket Management Systems | Fresh Service | Zendesk | SaaS Platform | Slack Administration | JIRA Administration | Okta | SSO | Identity & Access Management (IAM) | Configuration Management (CM) | Jenkins | Continuous Integration (CI) | Web Application Security | Vulnerability Testing | Network Performance | Source Code Control System | VPN | Cisco Meraki | Network Security Collaboration Tools | Wireshark | Bash | Mobile Device Management (MDM) | JAMF | WorkspaceONE | Adobe Creative Cloud | Amazon Web Services (AWS) | Cloud Technologies

EDUCATION & CERTIFICATIONS

BFA | University of North Texas | Denton, TX
 MFA | School of Visual Arts New York City | New York, NY
 AWS Cloud Practitioner ID# AWS03081655 | Amazon Web Services (AWS) | 10/2022
 Microsoft Certified: Azure Fundamentals Credential ID A818622EC8CB3FD1 | Microsoft | 05/2022
 Certificate | Columbia Engineering Cybersecurity Bootcamp | Columbia University | New York, NY | 04/2021