

## Summary

IT professional with 7 years experience in Networking, System Administration, Software Development and Help Desk roles in the K-12, higher education and the private sectors.

Recognized for outstanding customer service, friendly attitude and ability to relate with colleagues and clients alike.

Highly motivated, freelance consultant, studying for CCNA & Security+ certification.

## Employment

### **IT Assistant** • Gibraltar Area Schools • Fish Creek, WI

- Configure Palo Alto firewall with URL Filtering & SSL Forward Proxy
- Create VPN between campus and Amazon AWS using IPsec tunnel and BGP
- Help staff telecommute by building a Global Protect remote access VPN
- Setup Ubiquiti router from CLI with remote access VPN for backup access
- Previously responsible for Cisco 2821 router and ASA 5505 firewall & HP switches
- Design & build Unifi network using spectrum survey and channel mapping
- Install LibreNMS to monitor servers, network, & printers using SNMP & SYSLOG
- Utilize FreshService ticket system to manage service requests and build KB
- Manage blend of servers in house and hosted on Amazon AWS cloud
- Decrease spanning tree convergence times to quicken network logons
- Administer software deployment and policies using Active Directory and Group Policy
- Transition district to device imaging using MDT and WDS
- Manage 250 iPad devices using Apple Configurator
- Deploy and manage anti-virus, server backups, operate security access control

### **Programmer** • UW-Stevens Point • Stevens Point, WI

- Educate campus population about security by building [www4.uwsp.edu/infosecurity](http://www4.uwsp.edu/infosecurity)
- Illustrate ratio of spam to email, top 5 Trojans, 7 days of quarantine tallies
- Parse CSV files using VBScript to build XML data sets used to build SWF graphs
- Audit network authentications by parsing RADIUS logs using ASP & VBScript

### **Programmer** • RR Donnelly • Plover, WI

- Custom wrote asset tracking system using bar codes, Visual Basic & SQL Server
- Support Sales staff by modifying custom PHP/MySQL CRM and other applications

### **Help Desk Analyst** • UW-Stevens Point • Stevens Point, WI

- Provide phone based and walk in service, escalating issues when needed
- Troubleshoot Windows and Mac OS, Office, VPN, wireless, and domain accounts

### **IT Assistant** • Sturgeon Bay School District • *Sturgeon Bay, WI*

- Install and upgrade OS, software and hardware in computer labs district-wide
- Pulled and patched new Cat5 from classroom and lab to wiring closets district-wide

## Education

### **BS Computer Information Systems** University of Wisconsin – Stevens Point

Study of systems analysis, programming and web development, database design

- Led lecture on configuration and use of SQL Server API for XML
- President – local college chapter of AITP

## Certifications

Microsoft Certified Professional (MCP)

- MTA: Networking, Security, Software Development, Database

## Activities

**Home Study Lab** – Focus on networking and security operations