Summary

Detail-oriented Senior IT Engineer with over 25 years of experience in system design, support, security, and monitoring. Demonstrated expertise in collaborating with internal and external teams to deliver complex technological solutions within a higher education environment, consistently meeting project deadlines and objectives.

Highlights

- Microsoft 365 cloud solutions
- System design and support
- Data center monitoring
- Log collection and analytics
- Voice and telecom support
- Call center management
- IT project management

Skills

- Microsoft 365, Azure, Entra Domain administration
- Microsoft Active Directory, Exchange, Teams, SharePoint, OneDrive administration and support
- Server administration including Windows and Various Linux Distributions
- PRTG data center and endpoint monitoring
- Splunk enterprise log management
- Zenoss system and network monitoring
- Solar Winds Orion NPM, SAM monitoring
- VMware vSphere
- Anywhere Now Call Centers
- Scripting experience including PowerShell, BASH, Python, JavaScript, Perl
- Familiar with Checkpoint firewalls, ServiceNow, BlueCat DNS, Ribbon

Experience

- IT Engineer - University of Kansas Information Technology, May 2007 - Present
    - Provide comprehensive tier 3 level support for the Office 365 platform, including Microsoft Teams voice, SharePoint, and OneDrive, for students, faculty, and staff, as well as call centers for university departments.
    - Collaborate closely with data center staff, security personnel, and project managers to create, document, process change requests and troubleshoot enterprise-level applications that meet university needs.
    - Responsible for a broad range of technical duties, including server administration for university services, security, firewall management, backups, log file management, and monitoring. Analyze technical requirements during project implementations and upgrades, both on-premises and in the cloud.
    - Manage central monitoring and logging systems for a large data center, handling thousands of data points and hundreds of gigabytes of logs daily.
- Network Specialist - University of Kansas Academic Computing Services, July 1998 - May 2007.
    - Administer servers and workstations as part of KU's public computing infrastructure. Certified Altiris Engineer creating and maintaining multiple workstation images and software (DeepFreeze) to deploy and maintain over 600 campus workstations.
- Tier 1 Technical Support Specialist - Sallie Mae (SLMA), October 1995 - July 1998.
    - Provide technical support for a large Novell Local Area Network as well as a national Wide Area Network consisting of UNIX (SunOS 5.x), Novell, DOS and Windows based systems. Support technical operation of a large imaging-based system including scanners, servers, workstations and printers.
- Computer Support Technician - Gateway 2000, March - October 1995.
    - Customer support and troubleshooting as well as ordering of appropriate parts for client needs.
- Computer Support Technician - Microtech
    - Responsible for the repair and assembly of computers both on-site and in-shop. Extensive experience testing hardware and assembling DOS and

Windows based systems. Experience testing and installing Novell network systems and hardware.

- Student Technician / Student Distribution Technician - Engineering Maintenance / Production Control, University of Kansas Computing Center, October 1993- November 1994.
  - Experience troubleshooting and repairing many types of computers and printers. Work with networking software and hardware including LAN, installing Ethernet cards, adapters, and related software. Responsible for cleaning and filing computer tape cartridges and round reels.

Education & Technical Training

- B.G.S. in Anthropology with a minor concentration in Environmental Studies. University of Kansas, Lawrence, Kansas, December 1994
- Lean Six Sigma Green Belt Certification - 2018
- SANS Security 504, Hacker Techniques, Exploits & Incident Handling - 2010
- XenApp 5.0 for Windows Server 2003: Administration - 2009
- Citrix Presentation Server 4.5 – 2009
- SANS CISSP Training Classes - 2007
- SANS Security 564, Hacker Detection for System Administrators - 2007

Miscellaneous

- Oregon Driver's License / Real ID
- Veteran – United States Marine Corps
- Volunteer – Clackamas County Search and Rescue

Interests

- Running
- The outdoors
- Backpacking
- Hiking
- Wood working

References

- Available upon request