

Skills

- Debian, Arch, CentOS, Fedora Linux
- Windows 7 - 10, MacOS
- Windows Server 2016 - 2019
- VMWare vSphere, vCenter, ESXi 6.7 – 7.0
- Juniper JunOS, FortiGate, Ubiquiti
- Solarwinds, NCentral, Veriato Cerebral
- Ansible, Bash, PowerShell, PowerCLI,
- HTML, PHP, Java
- VLAN, CLI, CMD, Git

Employment

NCRI – System Administrator

May 2021 – Present

- **Played a significant role in establishing operational processes for a quickly changing WFH environment**
 - Key in developing and deploying WFH Thin Client stations within a month across Eastern Canada for a new client with 100+ new users
 - Deployed, managed, and maintained physical server infrastructure running VMWare vSphere between two datacenter sites
 - Developed a WFH home internet policy with Human Resources that met the business needs for low latency VoIP calls
- **Trained Off-Shore Level 1 Technical Support Team**
 - Organized interviews, meetings, project goals, and scope of L1 support
 - NGINX webserver implemented with documentation on how to assist thin client users and how to escalate on-call issues
 - Guacamole portal, password reset tool, and virtual machine reset tool developed for restricted L1 support
- **Manage application upgrades, group policies, patching, security, and maintenance on Windows Server 2019**
 - Used GPO's to push applications and updates, optimize performance on VM's, and set security parameters for users
 - Developed processes to migrate all 400+ employees to Windows 10 Virtual Machines
 - Monitored all servers, ensuring optimal CPU, RAM, and Disk IOPS performance using Grafana
 - Developed PowerShell and PowerCLI scripts to run and create daily reports
 - Managed Office 365 environment
- **Re-Deployed mis-managed applications**
 - Solarwinds ticketing system implemented with best practices to effectively distribute tickets among the team
 - Veriato Cerebral server built for monitoring employees
- **Manage all Linux based Projects**
 - In-house VDI Linux based Thin Client
 - Restricted CentOS Kiosk mode with only FortiClient VPN, RDP client access, and limited settings configurations
 - VNC server implemented to remotely assist users
 - Identified cost-efficient hardware with a total cost of under \$400 per user includes all monitors and peripherals
 - Oversaw the staging and deployment of 400+ end users between 3 offices
 - Automated provisioning scripts written to streamline on-boarding processes with updates as needed
 - Implemented a public web Speedtest tool for potential hires to test against our servers to determine if their speed and latency is sufficient
 - Jump Server for VDI SSH administration
 - SSH Authenticates from LDAP with Kerberos and TOTP 2FA key
 - Documentation written for tools to run diagnostic tests
 - Network test script utilizes mtr, a ping and traceroute tool to determine jitter between users and our servers
 - Grafana monitoring platform deployed to log, and visualize IT infrastructure in real-time
 - Compares to Solarwinds Network Performance Monitor at \$1638/month subscription cost
 - InfluxDB logs SNMP metrics from Cisco networking for monitoring uptime and traffic data
 - Telegraf pulls vCenter metrics to observe load trends on hosts
 - Prometheus logs ICMP data to determine if sites are online
 - Email alerts configured for disk space warnings
 - Ansible server implemented to effectively automate infrastructure deployment
 - Playbooks include installing needed packages, setting correct configurations, and joining Linux servers to Active Directory
 - Maintains a standard set of configurations across all servers
 - Guacamole Clientless Remote Portal
 - Secured with LDAP credentials and groups, proxy'd using NGINX with self-signed SSL certificates for HTTPS encryption
 - Initially implemented as a web based VNC solution for L1 HelpDesk to access VDI clients
 - Evolved to wider use as a secure jumpbox to RDP and SSH into internal infrastructure
 - Active Directory Password Reset Tool
 - Compares to ManageEngine's ADSelfService Plus at \$1195/month subscription cost
 - L1 has no access to domain controllers so an HTML/PHP front-end automates password resetting
 - Powershell script runs on a service account to reset passwords, sending out email alerts to IT admins
 - Delegated permissions to managers for the ability reset certain groups of user's passwords using this tool
 - vCenter VM Reset Tool
 - Developed due to an increase of ticket escalations to L2 from L1 HelpDesk for VM restarts when locked up due to a Microsoft Bug
 - Implements PowerCLI with PowerShell to automate the process with logging for auditing
 - BookStack, a self-hosted documentation wiki implemented
 - Implemented for the team to use as a knowledge base
 - NGINX web server with MariaDB SQL database integrates LDAP and Kerberos for user authentication
 - Developed scripts to automate database backups and disaster recovery methods

Silverware POS – Field Service Technician

September 2020 – May 2021

- Leveraged my hospitality and IT experience to provide professional courtesy as the primary contact with clients
- Setup, troubleshoot, and supported systems running Win XP-10, Android, iOS, Ubiquiti UniFi, HP ProCurve, KDS, QSR, and Epson POS Printers
 - Repaired display, harddrive, memory, and power supply issues on a diverse range of hardware
 - Integrated company software with Moneris, First Data Clovers, and Global Payments payment processing systems
 - Worked with our L2 help desk to remotely assist clients using UltraVNC, WinVNC, and LogMeIn
 - Installed and managed 2008, 2014, and 2016 SQL servers
 - Imaged systems using Macrium Reflect
- Staged and installed in tandem with client IT departments to integrate our systems with existing site networking
- Clients ranging from small single system restaurants to large 100+ system large scale hotels
- Field service coverage up to a 300km radius
- Configured Windows 10 laptops and desktops for internal employees
- Maintained meticulous records and documentation of all work performed

SunTel Technologies MSP – Help Desk Level 1 Technician

January 2020– July 2020

- Well versed with ConnectWise Manage, Automate, and Control to create, triage, log, and resolve service tickets
- Served as primary point of contact for 100+ local businesses
- Diagnosed, troubleshoot, and maintained workstation and server hardware running Windows XP-10, Server 2019, and VMWare ESXi 7.0
 - Migrated and upgraded accounts from Windows XP-8 to 10 while on-boarding new clients
 - Managed Active Directory for user accounts and Exchange mail server
 - Implemented Network Attached Storage (NAS) solutions for customers for business continuity

Projects / Experience

Homelab – doc.nserver.ca

Ongoing

An ongoing project for personal development with full documentation on processes and procedures

- VMWare ESXi 6.7 based hosts with vCenter Appliance
 - Dell r620 and r710 used as main hosts, enabling vMotion for ease of maintenance
 - Dell r230 used as a backup server
- pfSense Firewall with multiple VLAN's segmenting servers, users, IoT, guests, and development test labs
- Juniper EX3300 L3 core switch
- Windows Server 2019 lab environment to test GPO, VM deployment, AD Kerberos authentication, and Powershell scripting
- All public web services are routed through a NGINX Reverse Proxy on a DMZ VLAN
- Web services include a Portfolio page written in HTML and CSS, BookStack wiki for documentation, and NextCloud file hosting
- WireGuard VPN and OpenVPN allow secure, encrypted remote access to the internal network
- Grafana server stack used to monitor and graph all servers and VM's
 - TIG (Telegraf, InfluxDB, Grafana), Graylog, Elasticsearch, Prometheus
- PiHole DNS with unbound recursive DNS Server
- Plex Media Server acts as a central media streaming service for my home, family, and friends
- unRAID file server
 - NFS, CIFS, SMB, and SFTP shares
- rSync scripts backup individual files from VM
 - Automated with cronjobs
 - ghettoVCB backups ESXi VM's to the unRAID file server, then mirrored to a backup server
- Essential files are remotely backed up with WireGuard to a secure site for disaster recovery

York University – ITSA Club, Technician

Sept 2018 - July 2019

- Organized schedules for remote technical support meetings with RDP/LogMeIn/TeamViewer
- Planned lessons for peers on Java, HTML, and Microsoft Office suite usage

Education

York University – Information Technology BA

2015 – 2019