CMG – IT Support Analyst

* 2FA
	+ MultiOTP
* Windows Server
	+ DNS
	+ DHCP
	+ WDS
	+ ADFS
	+ GPO
	+ WSUS
* AD
	+ Multi-domain, Multi-forest
	+ IAM
* Azure AD
	+ Security Group MGMT
* O365
	+ Assigning licenses
	+ Teams Admin
	+ SharePoint Online Admin
	+ Power Suite
* PowerBi
	+ CMG Online Manual “Clicks”
* Git, SVN, ClearCase, TFS
* Visual Studio
* VMware
	+ ESXi
	+ vCenter
	+ HA
	+ DHCI
	+ vSwitch
	+ iScsi
	+ License Audit
* Networking
	+ Patching cables
	+ Switch port configuration
* Datacenter
	+ Racking, labeling, patching network, inventory management
* Kantech
	+ P2V migration
	+ API integration
	+ Backup and recovery
* PowerShell
	+ Proposed and made contributions to a Module and Function Library
	+ USMT over network
	+ Scanning for Installed Software
	+ Windows Update Management for Servers
	+ Scripts to automate DISM commands
* Avamar
	+ Backup and client management
* Xerox Workplace Suite
	+ Install
	+ Configure
	+ Manage
* Xerox MFPs
	+ Configure
	+ Manage
* Hardware
	+ Laptop
	+ Desktop
	+ Workstation
	+ AIO
	+ Servers
	+ Printers
* Nimble
	+ Snapshot policy management
	+ Provisioning datastores for DHCI cluster VMs
* GreyLog, Sepctorsoft
	+ Adding systems to monitoring
	+ Parsing logs for reports
* Exchange 2013
	+ Mailbox management
* Vipre/Fusemail
	+ User management
	+ Rule creation
	+ Investigating reported spam / phishing, adjusting rules, consulting vendor when required
* Exchange Online
	+ Mailbox Provisioning
	+ Log scraping
* SCCM
	+ Packaging
	+ Inventory management
	+ Collection management
* WDS
	+ Image creation
	+ AIK
	+ Unattend.xml / Sysprep XML files
	+ DISM scripts
* Proposals to executives
	+ Xerox Printer and management software (~$45,000)
	+ Kantech API integration for Covid Symptom Survey (~$3,000)
* Workstation configuration
* Project management
	+ Xerox Deployment
	+ Laptop Refresh
	+ Network Outage
	+ Kantech Migration
* Documentation
	+ Xerox
	+ Kantech
	+ Imaging
	+ User Provisioning
	+ USMT
	+ Teams Troubleshooting
* Vendor management
	+ Xerox
	+ Kantech
	+ VMware
	+ Dell EMC
	+ Vipre
* Equipment purchasing and negotiations
	+ Xerox
	+ Kantech
* FreePBX
	+ Configuring lines
	+ Modifying lists
	+ Troubleshooting user problems
* McAfee EPO

Devon – End User Support / Application Support Specialist

* Server Administration
* Assa Abloy VingCard
* Project Management
* PowerShell
* Documentation
	+ Enterprise ServiceNow SOP
	+ Zigbee Network Diagram
	+ Remote Site Visits
	+ VingCard Device Maintenance
	+ VingCard Server Administration
	+ VingCard Server Disaster Recovery
	+ End User QRCs for O365, Ving, Printers, Crestron Panels, Cisco Telepresence
* PowerBi
* Training Presentations
* Learning Management
* Hardware
* Software
* App-v
* Appsense
* IoT
* Cable / Satellite Headend
* Bitlocker
* Remote site visits
	+ XP, NT4, Windows 2k,
	+ P2V migration of Scada Clients
* AV
	+ Troubleshooting and repair
	+ Cisco Telepresence
	+ Crestron
	+ Projectors