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