Michael Reed

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Professional Summary

Experienced system administrator with a proven track record in designing, implementing, and maintaining robust IT infrastructures, adept at troubleshooting complex issues, and ensuring optimal system performance in dynamic environments.

Education

Oakland University
Bachelor of Science Degree
Information Technology
Graduated June 2021
Rochester, MI

Links

https://reedaboutmichael.com/

https://www.linkedin.com/in/michael-reed-a058aa160/

Skills

- Java
- MySQL
- Catia
- UNIX
- SalesForce
- Azure AD
- Script Writing
- Disaster Recovery
- System Improvement
- C Programming
- Python Programming
- Mimecast (Certs)
- Remedy Force
- FortiGate Firewall
- Data Backup
- Server Maintenance
- Jinja
- HTML
- Sentinel One
- ThreatLocker
- Rewst
- WebTitan (DNS Filtering)
- CodeTwo
- Quickpass
- NCentral
- Windows Patching
- WDS Imaging
- Intune/MDM
- VMWare
- ESXi

Experience

System Administrator

Awecomm | Troy, MI   September 2022 - Present

- Develop and implement security protocols and measures to protect the company's systems and data from potential threats and attacks.
- Implement and manage disaster recovery plan for clients' IT infrastructure
- Provide technical support and troubleshooting assistance to Support Service Specialists in resolving issues with the company's systems and software.
- Provide technical support to clients, including troubleshooting and resolving issues with their IT systems.
- Perform regular data backups and ensure data integrity to minimize the risk of data loss
- Collaborate with cross-functional teams to identify and address system vulnerabilities, ensuring a secure and reliable IT infrastructure for clients.
- Evaluate and recommend new technologies and tools to improve system performance and efficiency.
- Assist Support Service Specialist with issues they may have with troubleshooting
- Manage FortiGate Firewalls, accounts access and vpn tunnel setup.
- Setup/Maintain Servers for clients, software update/resource expansion or hardware replacements
- Script writing for automations for application deployments/account creations/reports/ and more.
- Rewst Automations for billing accounts, computer setups and more...
- Create internal IT Wiki article with Technical Troubleshooting documentation, manuals and any IT policies
- Monitor performance and maintain system on servers and networking equipment
- Send Communications to clients for any hardware alerts/changes to systems.
- Complete new application/system role-outs for clients from start to finish.
- Setup VMware ESXi environments for clients to manage Multiple VM environments and more...

Support Service Specialist

Awecomm | Troy, MI   May 2021 – September 2022

- Answered phone calls for clients to fix/repair any software/hardware issues.
- Manage user in AD and in Office 365, create email distros, email forwarding rules, and Manage clients SharePoint access and exchange servers.
- Managed/Improved our RMM tool to apply policies to computers, as well as writing scripts to scan newly added devices to install any missing required applicates/hard drive encryptions.
- Keeping track of endpoints that are out of compliance and fixing any issues to that may apply to them.
- Identify and resolve any network connectivity issues for clients
- Provide technical support and troubleshooting for clients, ensuring all issues are resolved in a timely manner and to the satisfaction of the client.