CHRISTOPHER LEE RAMIREZ

Candidate Current Location	Round Rock, TX
Availability to Interview	24-hour notice
Date Available to Start	Immediately available
Email	chris@512atx.com
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Website	https://clramirez.com
Cover Letter	https://clramirez.com/cover-letter/
Current Résumé/CV	https://clramirez.com/resume-cv/
Please explain why you feel this candidate is the best fit for this position / provide any additional comments	Christopher has 20+ years of experience in Change Management – Process Improvement, Systems & Network Engineering/Administration, and Security Administration. Chris has extensive experience in Server and Computer systems for building, troubleshooting, configuring, and maintaining a server environment. He is proficient working in Linux, Mac, and Windows environments; has obtained multiple industry recognized certifications (all on his own time & dime) to validate his knowledge, and continues to further educate himself during his downtime: MCSA/MCSE (*01/31/21*), CISSP, and RHCSA/RHCSE, ITIL, Azure, AWS, GCP

PROFESSIONAL SUMMARY:

- **Systems & Network Engineer | Security Administrator**
- Extensive experience of 8+ years: Knowledge and ability to perform all the basic system administration skills of server and database management. Involved in hardware changes of system process for critical Transfer systems.
- Ability to participate in business development and technical framework issues, in addition to recognizing inefficiencies and helping implement a solution (server, Visio diagram, service delivery model), Active Directory & LDAP support and expertise – Microsoft 70- 410 / Microsoft 70- 411 / Microsoft 70-412 / Microsoft 70-744

- Provide support and expertise for Office 365 & G-Suite
- Experience with multiple Operating Systems: Windows (2008 R2 – 2019), Linux (RHEL/CentOS, OpenSUSE, Ubuntu)
- Experienced in Websense Proxy/URL content filter (Websense/ForcePoint), Cisco IronPort Email Security (Cisco), McAfee SIEM and implementing automated reports, automated quarantine at TippingPoint IPS (American Campus), KACE Systems Management & Imaging Appliance – Patching/Updates K1000 and Image Deployment K2000, Meraki Networking, AppAssure/Rapid-Recovery (Backup/Data-Protection), Veeam (Backup/Data-Protection)
- Data Center Experience (I.M.A.C.D. – install, move, add, change, disposal):
  - Imaging Servers (PXE installation and management experience through both Dell iDRAC & HP iLO)
  - Racking Servers (use server dolly if necessary, install rails prior to installation)
  - Cabling Servers (both power A/B, and networking)
  - Confirming Server installation as configured properly (pinging server, logging into server via iDRAC/iLO, SSH/telnet, RDP, or logging into application installed/configured: SQL, Web Server, etc.)
  - Troubleshooting/Reconfiguring/Decommissioning Servers (replacing failed disks, relocating server from one rack to another, decommissioning servers)

TECHNICAL SKILLS & CERTIFICATIONS:

Windows	Networking	Security	Virtualization	Database & Cloud
MCSE: Server 2012 Exam: 70-744	Meraki: CMNA	Netskope: NCSA	VMware: VCP-DCV	AWS: Solutions Architect Associate
	Cisco CCENT	CompTIA: Security+		
MCSA: Server 2012 Exam: 70-412 Exam: 70-411 Exam: 70-410	CompTIA Network+			MCITP: SQL Server MCITP: Office 365

PROFESSIONAL EXPERIENCE:

- IT Contracting Roles 2012 – 2021
- Currently seeking Long-term Contract or Full-Time Permanent Role

Iron Ox – Austin, TX (Current Employer)   August 2021 – September 2022
Senior Systems Engineer
- Responsible for infrastructure (planning and maintenance) of all IT related processes and hardware in both the office and production environments
- Implementation of Active Directory on Windows, Mac, and Linux PCs
- Configuration of Meraki firewalls, switches, and wireless access points
- Creation of new accounts across all company applications for new hires
- Creating scripts to automate various processes for both server environment and new PC deployments
- Maintaining and troubleshooting virtualized server infrastructure
- Continuous process improvement across all company devices and processes
- Implementation and maintenance of video conferencing equipment and software
- Implementation of security/badge systems and working with vendors to ensure best practices are followed to maintain proper security clearance and access
- Implemented production labeling process to ensure shipped products can be tracked from beginning of process to final store sale for food safety/auditing purposes
- Working with IT projects and IT help tickets in Jira as well as creating new categories and priorities to better track metrics within Jira

Texas Systems Group, Austin, TX (Concerns: COVID-19)   December 2020 – February 2021
Systems and Network Engineer
- Point-of-Contact was CXO or other high-ranking official: ability to communicate (written/spoken) effectively was key
- Exhibit exceptional Customer Service while attempting to diagnose & resolve any underlying problem
- Point of escalation for Helpdesk Team to provide additional assistance or guidance with customer issues: Active Directory, Networking, Security, Office 365, Backup, PBX, SharePoint, etc.
- Tools utilized while at Texas Systems Group:
  - **ConnectWise Manage** – CRM/ERP system used to document client service tickets (and time) spent on each ticket using: client communication, troubleshooting steps performed, next steps, etc.
  - **ConnectWise Automate/ScreenConnect** – Remote assist used to manage/troubleshoot servers & endpoints
  - **Duo** – 2FA used as added layer of security for sensitive applications
  - **Meraki/Unifi** – Cloud networking used for client networks: easy insight and edit of customer environments
  - **Umbrella DNS** – URL Content Filter: security used prevent attacks, and promote employee productivity
  - **Office 365** – Manage Active Directory, email, and SharePoint via Cloud for clients: employee onboarding/terminations, IMACD (install, move, add, change, delete) requests
  - **Veeam/Datto** – backup software used for client Data Protection
  - **Auvik** – Network Monitor application used to generate automated alerts
  - **Addigy** – Remote Mac Device Management
  - **AllWorx** – VoIP solution

Barton Associates, Austin, TX (Furloughed: COVID-19)   June 2019 – December 2020
Senior Systems Engineer | Security Administrator
- Create, update, edit, and maintain Knowledge Base for Help Desk team via I.T. Glue and Zendesk
- Create, update, edit, and maintain Internal (WordPress) Training Site for New Hires
- Troubleshoot all user issues that arise within the Austin office and Sole I.T. person– supporting approximately 90 users
- Provision/Deprovision Active Directory accounts for onboarding/offboarding
- Imaging desktops/laptops with SCCM
- Facilitate resolution for Helpdesk calls/emails: hardware installation, password reset, IMACD requests, etc.
- Assist with Netskope monitoring & configuration changes
- Server hardware troubleshooting, replacements and configuration.

Fiserv – Austin, TX (Contractor – Pyramid Consulting)   Sept. 2018 – June 2019
Application Support
- Create, update, edit, and maintain "Runbooks" for the Output Solutions Department hosted via SharePoint
- Support daily operations of proprietary banking applications
- Launch automation to process incoming customer data
- Monitor FTP servers and systems for incoming customer files
- Worked and basic understating of python for scripting.
- Troubleshoot and fix automation or file level issues
- Create and ship physical

Baylor Scott & White Health, Round Rock, TX (Temporary Job)   Feb 2018 – Aug 2018
Printer Technician
- Use HP Web Jetadmin to diagnose and configure boards and System hardware.
- Upgrade firmware as needed, and ensure network connectivity
- Worked on many tools such as; Service Now, Miracle, and web & mobile applications

Dell – Round Rock, TX (Workforce Reduction – Quest sold to Francisco Partners)   Feb 2016 – Aug 2017
Sales Engineer | Systems Administrator
- Keep up to date on Security Standards and Industry Trends – Make suggestions to my Team on how to best align ourselves with current & future technologies (Cloud, AI, Security, etc.)
- Create, update, edit, and maintain Knowledge for the Engineer Team using OneNote and SharePoint
- Perform Demonstration of the backup & Systems Management product for customers and highlight key functionalities:
- Rapid Recovery (Backup Software / Data Protection): Live Recovery, Verified Recovery, Universal Recovery
- KACE – (Systems Management & Image Deployment):
    o Software inventory of endpoints (Windows, Mac, and Linux)
    o Software patching of endpoints (Windows, Mac, and Linux) o
       Image deployment
- Highlight features, advantages, and benefits of Quest product over competition
- Deep understanding and ability to work: KACE, Windows Platform, Datacenter Management
- Construct and replace system hardware of customer`s purchase when required.

American Campus Communities – Bee Cave, TX (Contractor – Volt)   Oct 2015 – Feb 2016
Security Administrator
- Keep up to date on Security Standards and Industry Trends – Make suggestions to my Team on how to best align ourselves with current & future technologies (Cloud, AI, Security, etc.)
- McAfee SIEM – identity potential security risks and quickly mitigate them
- McAfee ePO – automate and remediate security threats on endpoints
- HP TippingPoint IPS – used in conjunction with the McAfee SIEM to quarantine inbound traffic that was found on a blacklist
- KACE – Microsoft patch management & image deployment
    o In addition, informed the Management Team of other capabilities that weren't currently being utilized, but Management was seeking to pay for a solution with the capabilities KACE already had bundled with it:
        ▪ Helpdesk software (Management was considering – Zen Desk / Freshdesk)
        ▪ Software inventory (Management was considering – Snow Software / Lansweeper)
- DUO – Two factor authentication

Cisco – Austin TX (Contractor – Insight Global)   Apr 2015 – Aug 2015
Systems Administrator
- Consistently monitor Customer Environments and make suggestions based on "Industry Best Practices" to improve each Customer's Security Posture
- Ensure Enterprise E-mail customer environments were fully-functional, and protected against any and all potential email borne threats: Spam, Phishing attempts, viruses, RAT's (Remote Access Tools), etc.
- Proactively monitor and respond to alerts using SIEM and Network Monitoring software
- Manage and log customer incidents using BMC Remedy

- Ensure constant mail flow for customers

HP – Austin TX ([Contractor – Volt](#))   **Mar 2015 – Apr 2015**
Linux Administrator
- Enterprise servers to the appropriate domains and ensure proper configuration of upstream builds.
- Troubleshoot and repair network, switches and local assets
- Manage detailed ticketing system. Remote configuration and support
- Test and deploy procedures for build and system setups. Collaborate to improve efficiency
- Worked in SMO Unix/Linux build team, our responsibilities are to build, configure and join HP Inc. and HP
- Confirm DNS, Hardware server configuration, Firmware, SAN allocation and ensured the servers are in a proper state to provide our team with an adequate build platform to deploy the servers required for the infrastructure.
- Applications range from Apache web services, Oracle Data base services and SAP Application stacks, as well as LDAP
- Contact office staff and troubleshoot with coworkers. Manage and work Build Issues to ensure continual work-flow.
- Setup and configure ESXi hosts for guest deployments

HP – Austin, TX ([Contractor – Volt](#))   **Feb 2015 – Mar 2015**
Data Center Technician
- Consisted of "racking and stacking" servers, installing SFP's, making any hardware server configuration changes needed, configuring and repairing, standing up the rack, installing and configuring the physical server in the rack, replacing disks as needed, decommission servers, and daily tape backup duties.

Seeking new job opportunities   **Oct 2014 –Jan 2015**

Websense (Forcepoint) – Austin, TX ([Contractor – Volt](#))   **Apr 2014 –Sep 2014**
Senior Technical Support Engineer
- Troubleshoot Cloud Web Security and Filtering product suite
- Troubleshoot Mobile Web Security product suite
- MDM solution to provide security for customer BYOD devices in the corporate environment
- URL / Content filter: block websites based on user defined policies
- Support and troubleshoot the Websense Web Security products
- Includes troubleshooting: Computer systems, hardware setup and configuration
- SQL integration and backup configuration
- Linux integration
- Active Directory integration

SHI – Austin, TX   **Feb 2013 – Apr 2014**
Inside Sales Engineer | Helpdesk Technician
- Implemented Internal Knowledge Base for Help Desk Team via SharePoint to help track laptop imaging, policies & procedures, tutorials, and other tips & tricks our Help Desk Team.
- Worked on Hardware server configuration and ensured the servers are in a proper state to provide our team with an adequate build platform to deploy the servers required for the infrastructure.
- Implemented Print Server, which reduced the amount of time and effort it took install a network printer.
- Improved processes by automating fixes that were seen regularly by implementing batch scripts
- Worked with Sales Teams, and trained Sales Reps on basic data center products and technologies
- Remained up-to-date with partner certifications and accreditations

Spansion (Cypress Semiconductor) – Austin, TX ([Contractor – Volt](#))   **Jul 2012 – Jan 2013**
Linux Technical Support
- Create, update, edit, and maintain Knowledge Base (Policies & Procedures, How-To's, and Help Files) via SharePoint
- Unix System Support Analyst that monitored the 24/7 mission critical manufacturing computing infrastructure
- Worked on Hardware server configuration and ensured the servers are in a proper state to provide our team with an adequate build platform to deploy the servers required for the infrastructure.
- Monitored HP Operations Manager and Microsoft System Center Operations Manager for alerts concerning either hardware, software, or networking failures (router or switches).
- Duties performed in the command center operations included tracking issues, changes, and service requests until

resolution utilizing online tracking system (Service Now), and used SharePoint to create documentation and to create and edit existing procedures.

- Monitored daily and weekly backups using NetBackup and performed maintenance on the backup servers which included NetApp storage and Data Domain storage. Assisted in the preparation of offsite weekly backups utilizing SOX procedures.

EDUCATION

- Bachelor of Business Administration (B.B.A.) Major in Computer Information Systems (2010 – 2012)
- Completed 100 / 120 hours
- Entered the workforce to pursue OTJ training and experience