

Andrew R. Smart

Technology Proficiencies

- OS: Microsoft Windows (XP/7/8/10 and Server 2003/2008 R2/2012 R2), Linux (ArchLinux, SUSE, RedHat/CentOS), Unix (FreeBSD) VMware ESX/i, Cisco IOS
- Software: Novell eDirectory, Microsoft Active Directory, VMware (vCenter, Workstation), FreeRADIUS WSUS, Cisco Call Manager, DHCP, DNS, LDAP, Zerto, Commvault, Solarwinds, LogRhythm
- Hardware: Cisco UCS (B and C series), Cisco switches, Cisco Access Points, XIO SAN EMC SAN, Dell EqualLogic SAN, Dell Compellent, Nimble Storage, iSCSI and Fibre Channel networking
- Scripting: Linux Shell, batch, and Microsoft PowerShell

Education

Rend Lake College, Ina, IL
Associate in Applied Science, Information Technology Systems Specialist, 2008

Professional Experience

Bunn-O-Matic Corporation, Springfield, Illinois

IT Systems Engineer, November 2015 – Present

- Worked alongside IT management to determine IT goals and research new technologies
- Responsible for overseeing virtual and physical resources in multiple data centers
- Manage and monitor all data center operations
- Maintain documentation and configuration backups of environment
- Optimized Active Directory environment by creating and implementing automated cleanup scripts
- Managed and maintained Office 365 user environment including Exchange Online and OneDrive
- Installed and configured Linux SFTP server with Active Directory authentication used by multiple internal employees and external customers
- Created automation for provisioning/deprovisioning of Office 365 users
- Manage SAML-enabled applications using Okta single sign-on environment
- Coordinated and implemented company-wide data migration from IBM Domino to Microsoft Office 365
- Organized and implemented Linux environment (CentOS) standardization utilizing Spacewalk for OS patching and configuration management
- Designed, coordinated, and implemented network and server infrastructure at international sites
- Coordinated and implemented transition between server and network systems during business acquisitions
- Maintained nightly backups of critical data using Commvault backup systems
- Maintained and configured Solarwinds network monitoring environment
- Implemented Graylog with active dashboards for monitoring systems logs
- Manage Airwatch mobile device management system
- Installed and configured Zoneminder open-source security camera system, leveraging IP cameras for multiple datacenters
- Managed Cisco WebEx environment

North American Lighting, Inc, Paris, Illinois

IT Systems Engineer, May 2013 – November 2015 (2 yrs 7 mos)

- Worked alongside IT management to determine IT goals and research new technologies
- Implemented software/hardware to safeguard company infrastructure from unforeseeable disasters
- Act as lead, during on-call after hours mission critical issues
- Worked with vendors to determine a new SAN infrastructure that will meet the needs of company
- Coordinated and implemented company-wide VLAN structure (1800+ devices)
- Designed, coordinated, and implemented company-wide migration from Novell eDirectory to Microsoft Active Directory (1800+ users, 1500+ workstations)
- Designed and implemented company-wide base group policy objects (Software-self service, mapped drives, password policies, etc)
- Manage and maintain Novell and Active Directory user environments
- Installed and configured printer server software environment (PrinterLogic)
- Assisted with the design and implementation of company-wide wireless network
- Implement and monitor logs from various devices using LogRhythm SIEM
- Responsible for overseeing virtual and physical resources in multiple data centers
- Manage and monitor all data center operations
- Maintain documentation and configuration backups of environment
- Worked to reduce IT hardware costs by decreasing total number of physical servers
- Worked with major telcos to troubleshoot and resolve phone line and internet issues
- Managed SAN switches and maintained fabric zoning for new hardware connections
- Maintained and configured Solarwinds network monitoring environment
- Configured iSCSI connections to EMC SAN for use in a remote site environment
- Provided technical support and guidance to users
- Trained and mentored new employees and interns

North American Lighting, Inc, Flora, Illinois

Systems Support Specialist, October 2008 – May 2013 (4 yrs 8 mos)

- Provided technical support to individuals at all levels of authority
- Managed and maintained PC images, and imaging servers, for each PC model in use at our sites
- Performed troubleshooting on end user devices (computers, VOIP phones, and network connections)
- Maintained and created scripts for an SFTP environment used daily by vendors
- Created shell scripts to automate tasks, such as RADIUS authentication additions, and SFTP user/admin accounts
- Performed software upgrades on mission critical systems, such as Cisco CallManager, Cisco Unity, and IBM Domino servers
- Setup and maintain printers, copiers, fax machines, and projectors
- Maintained user accounts in IBM Domino, Novell eDirectory, and SFTP
- Maintained nightly backups of critical data using Commvault backup systems
- Resolved TCP/IP, DNS, routing, and other network issues
- Helped manage and train summer student IT interns
- Maintained hundreds of computers on a wide area network located in different states
- From a remote location, performed software setup, modification, and optimization and performed troubleshooting as necessary
- Responsible for IT-related continuous improvement projects
- Installed, configured and administered multiple Linux servers for mission-critical network services
- Planned and completed Windows 7 roll out project to replace Windows XP
- Led projects to improve systems and services on the network

Rend Lake College Golf Outlet, Mount Vernon, IL

Assistant Manager, June 2007 – October 2008

- Maintained inventory database server (Microsoft Windows Server 2003 / Microsoft SQL 2005)
- Performed OS level updates on desktop computers
- Maintained Point-of-Sale software
- Responsible for overseeing Internet sales, customer satisfaction, and store upkeep.

Game Station Cafe, Mount Vernon, IL

Manager / IT Support, September 2005 – June 2007

- Responsible for managing a small network of computers (<20) on a Cisco switch
- Maintained Microsoft Server 2003 Active Directory environment
- Performed regular imaging of desktop computers
- Performed troubleshooting on network devices

References

Can be provided if requested.