Oliver Chen

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Education

Stony Brook University (SUNY), Stony Brook, New York   *Awarded May 2016*
Bachelor of Science, Chemistry

Work History

UncommonGoods   *June 2021 - Present*
Systems Administrator
- Provide workstation and application support for a full time staff of 300 people, and up to 800 seasonal employees.
- Revised Cisco ASA configuration to allow secured remote access to network resources and halve onboarding time.
- Organized projects to service a new building wing with workstations, wifi access, printing, and security cameras.
- Administer Windows and VM environment including WDS workstation deployment and WSUS server updates.
- Deployed suite of O365 scripts to standardize account offboarding and user support.
- Migrated MFA solution from Duo to Microsoft, saving $20,000 per year.
- Deploy application updates to remote Mac systems using JAMF Cloud.
- Implemented SSO through Azure AD for user services: Zoom, Slack, Ramp, Tableau.
- Migrated On-Premises to AWS network protocol from IPSec to BGP, following IPSec deprecation by Cisco.

RethinkIT Inc.   *June 2019 – January 2021*
Associate
- Implemented new technology solutions for legal and financial services clients with 5 - 50 employees.
- Migrated bare metal IT infrastructure to cloud services (Azure AD, Office & Exchange 365, GSuite, Dropbox).
- Implemented Microsoft Intune on clients' mobile workstations and smartphones for improved data management.
- Troubleshooted issues on Windows, MacOS, Android and iOS productivity and video conferencing software; performed network troubleshooting. Queried third party service support for resolutions.
- Planned and executed office moves and new client sites.
- Deployed new user workstations and mobile devices, configured using Microsoft Azure AD, Microsoft InTune, PXE Boot & SCCM, Apple DEP & IBM Maas360, and PDQ Inventory and Deploy.
- Development: Office 365 operation scripts, printer and driver installation, appending database entries, developed database of IT assets across all clients.

Adults and Children with Learning Disabilities   *October 2018 – May 2019*
Network Specialist
- Engaged with the Director of Business Operations to choose administration tools and revised network architecture.
- Minimized costs for active threat monitoring software, remote desktop software, and hot-bootable server backups.
- Troubleshooted and deployed hardware and software for a 1500 user environment across 40 locations.

Professional Certifications & Technical Skills

Amazon AWS   Solutions Architect Associate   *Expires January 2025*
Cisco   CCNA Routing & Switching   *Expired March 2022*

Systems Administration: Windows Server, Exchange Server, Microsoft Azure AD, Office 365, Windows Deployment Services, Microsoft Deployment Toolkit, Virtualization (Hyper-V, vSphere), DEP & MDM (Microsoft InTune, Apple DEP, IBM Maas360, JAMF), Email Protection (Mimecast, Barracuda), Data Recovery (4SL, CrashPlan Code42)
Network Infrastructure: Router, Switch, and WAP Configuration, Cisco ASA Deployment, Network Monitoring
Security: Two Factor Authentication (Microsoft, Duo), Email Security: SPF/DMARC/DKIM, Asset Tracking (Prey, Intune), KnowBe4 Phishing Training, LastPass Password Manager
Desktop Support: Microsoft Office 365, G Suite, Box, Dropbox, A/V Equipment, Printing/Scanning, Point of Sale Support, Communication Software (Zoom, MS Teams, Cisco Webex, CallTower/RingCentral VoIP)
Programming/Scripting: Python, Bash, Powershell, Java, Javascript