

Gregory N. Fletcher

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Experience

NETWORK ADMINISTRATOR | DWK LIFE SCIENCES | JULY 2014 - PRESENT

- Level II and III Helpdesk support, remote and onsite for 250-300 user environment.
- Build, configuration and troubleshooting of server, desktop and network hardware.
- Administer and maintain backup and disaster recovery systems.
- Administer and maintain Windows Active Directory environment.
- Administer and maintain on-premise and remote data centers, physical and virtual environments.
- Administer and maintain cloud services (AWS, Office365, Azure)
- Administer and maintain VoIP infrastructure.
- Administer and maintain Mobile device inventory and MDM system.
- Provide support for application specialist with integration and administration of third-party applications like Salesforce, SmartSheet, MasterControl and Kronos.
- Coordinate and manage IT infrastructure projects related to merger and acquisitions activities.
- Plan and manage infrastructure related projects including:
 - Physical-to-Virtual conversion, decommissioning of standalone servers, and expansion of virtual environment
 - Network topography changes for expanded wireless systems, addition of VoIP services and new WAN connections.
 - Hardware rotation and replacement

DESKTOP SUPPORT TECHNICIAN | ABACUS IT | JULY 2011 – JULY 2014

- Remote and onsite troubleshooting and remediation of client issues with workstations, servers, networking, IP phone and WAN services.
- Administer and maintain Managed Service applications for clients for equipment monitoring, reporting, remote connectivity and patch management.
- Administer a VMWare View VDI environment for Abacus internal operations.
- Coordinate customer intake into Abacus's Managed Service environment.
- Evaluate potential project work and produce scope of work documents for new projects.
- Project work including:
 - Lead in IT systems migration and deployment in a 12 branch acquisition for a large bank.
 - Server consolidation and cloud migration of PBX, Exchange and remaining servers for a pharmaceutical market research firm to reduce over IT infrastructure costs.
 - Hardware and software support and deployment for two financial institutions in core application conversion projects.
 - Planning and configuring backup and disaster recovery solutions for several client using Symantec Backup Exec, Symantec System Recovery, Acronis True Image and Continuum Vault products.
 - Cloud migration including network infrastructure reconfiguration for a medical industry public relations firm.

IT CONTRACTOR | OCTOBER 2010 – JULY 2011

- Performed various tasks under temporary contracts. Contracts included systems migrations, large scale PC deployments and extensive virus cleanup work.

Technical Expertise

CERTIFICATION

- Microsoft Certified Professional – Server 2012
- CompTIA A+
- Kaseya Certified Administrator

OPERATING SYSTEMS

- Installation, configuration and troubleshooting experience with Windows XP, Vista, 7, 8.1 and 10; Windows Server 2003, 2008 and 2012; Ubuntu, Debian and ESXi Linux distribution; Apple OSX; Android and Apple iOS

HARDWARE

- **Networking:** Configuration, deployment, upgrade and troubleshooting experience with networking hardware including routers, firewalls, switches, WAPs and Modems for various vendors such as Cisco, Fortinet, Linksys, Netgear, Dell and Ubiquiti
- **Server/Workstation:** Design, build, configuration, deployment, upgrade and troubleshooting experience with a variety of workstation and server hardware from multiple manufacturers including Dell, HP, IBM/Lenovo, Asus, Acer and Apple. Experience includes complete build out and configuration of servers for complex Active Directory Domain environments and virtual infrastructure using both Microsoft Hyper-V and VMWare vSphere hypervisors.
- **Miscellaneous:** Configuration and troubleshooting experience with Cisco, Zultys, Polycom and Aastra IP phones; HP, Dell, Cannon, Kyocera, Konica Minolta, Xerox, Savin and Brother printers, scanners and multifunction devices; Apple and Android Mobile Devices.

SOFTWARE

- **Applications and Packages:** Microsoft Exchange 2008, 2010 and 2013; Microsoft SCCM 2007 and 2012, Microsoft SQL 2008 and 2012; Symantec Endpoint Protection, Kaspersky AV, McAfee AV; Symantec Backup Exec and System Recovery, Dell AppAssure BDR; Kaseya VSA; Acronis True Image; Windows WDS, WSUS; Asterisk PBX; IIS, LAMP, WAMP; Microsoft Office and Visio; Solarwinds Network Monitor, Nagios; Terminal Server and RDS servers; Git; Vizio.
- **Languages:** Java, PowerShell. Some experience HTML, CSS, JavaScript.
- **Virtualization and Cloud Infrastructures:** AWS, Azure, Office365, Intermedia, VMWare vSphere and Workstation, Microsoft Hyper-V.

PROTOCOLS AND TECHNOLOGIES

- DHCP, private/public DNS, client-to-site/site-to-site VPN, TCP/IP, VLAN, SMTP, SNMP, ICMP, NAT, TELNET, SSH, Active Directory, Group Policies, Print Servers, Certificate Authorities, IPSec, RRAS, Virtualization, Routing and subnetting, RDS.

Education

MASTER OF SCIENCE | IN PROGRESS | ROWAN UNIVERSITY

- Major: Computer Science

BACHELOR OF SCIENCE | DECEMBER 2018 | ROWAN UNIVERSITY

- Major: Computer Science
- Minor: Mathematics
- Upsilon Pi Epsilon

ASSOCIATES IN APPLIED SCIENCE | JUNE 2007 | ARAPAHOE COMMUNITY COLLEGE

- Major: Architectural Technology
- Minor: Construction Management
- Phi Theta Kappa