

James Garrigan

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INNOVATIVE AND MULTIFACETED IT INFRASTRUCTURE ENGINEER

TECHNICAL SKILLS

Windows Server 2022/2019/2016/2012/2008/2003 R2 | Exchange 2007/2003
Hyper-V | VMware | Active Directory | DNS | Group Policy | TCP-IP | PowerShell

PROFESSIONAL EXPERIENCE

Expert IT Specialist Contractor | 7/2021 - Present

New York City Department of Education, Brooklyn, NY

Contract via Broad Crossing Inc.

- The contract job was renewed for two more years with a new job title via Broad Crossing Inc.
- I am now managing 15,000 lines of PowerShell code for the server integration tasks. Circa July 2019 550 lines of code existed.
- As new requirements for the integration process arise I update the code and the QA process accordingly.
- I updated the code to function with Server 2022.
- I recently completed a major update of the server integration script to accommodate a new networking architecture while maintaining full compatibility with the current environment. I added support for VLSM, new DHCP scopes, and settings such as DNS addresses were moved from code to text files.
- Recently the entity changed its DNS settings. Because I planned appropriately I only needed to update one text file for the script and one tab for the QA process in the Excel worksheet template file.
- I continue to increase the level of automation by reducing the amount of human input.
- I added encryption. The process is now more secure. The operator will not need to enter two pairs of credentials.
- I developed code which proactively monitors and manages over 3,300 physical and virtual servers.
- The monitoring framework enables the servers to automatically resolve faults for both Hyper-V replication and DHCP and some unresponsive operating system states.
- In addition the framework ensures that the Window-based servers with more than 30 days of uptime are restarted outside of normal operating hours. Prior to implementing the code it was not unusual to find servers which had not been restarted for several years.
- I created multiple scripts to change the DNS IP address settings in the Hyper-V servers, virtual machines, and DHCP services.
- Via PowerShell I generate reports which enable management to proactively allocate larger blocks of IPv4 addresses to schools. I have also created code which updates the configuration of the respective DHCP scope.
- I implemented and deployed code which creates a centralized nightly backup of the DHCP configuration from each school.
- I receive requests from the SCCM team to create code to enable their processes to execute.
- During Fridays I conduct online classes for interns and the server team.
- Within related internal correspondence my name appears in the list of recipients along with members of management.
- Key technical and educational staff members reach to me for assistance and timely decisions instead of their in-house bureaucratic IT groups.

Specialist / Classroom Connectivity / Server QA Deployment Engineer Contractor | 7/2019 - 7/2021

New York City Department of Education, Brooklyn, NY

Contract via IIT

- From the existing PowerShell scripts, originally 550 lines of code only for Server 2012R2, I developed a cohesive process using PowerShell which manages the configuration of the Hyper-V Host servers and multiple Windows and Linux virtual machines. Approximately 10,000 lines of code existed at the end of the first contract.
- I created new versions of the integration scripts for Windows Server 2016, Windows Server 2019, RHEL 7.7, RHEL 8.2, and CentOS 7.
- I reduced the integration's deployment time from hours to approximately 50 - 60 minutes. The VM's are simultaneously created and configured.
- I created a quality assurance process to verify the configuration. I utilized Excel to create an integration checklist with a QA tab

- I significantly reduced the quantity of manual input for the integration. For the Linux VM's I used plink.exe to automate tasks which were manually executed via the vi editor. I also used winscp.exe to automate copying files to the Linux VM's. For Server 2016 ... I leveraged PowerShell Direct and for Server 2012R2 I developed an innovative solution.
- I created Red Hat and CentOS Kickstart images which enable automated custom settings per site. The existing RHEL 6.4 script required the operator to manually key in the configuration.
- Within the integration script I provided the operator with the ability to selectively execute blocks of code thus enabling the operator to recover from externally caused errors and rebuild individual VM's.
- I created a PowerShell script which locates and resolves Hyper-V replication problems.
- All blocks of code that execute changes are tested within an IT lab prior to being used in the production environment.
- I create and update documentation for the pre-integration tasks and the integration tasks. I share it with the related teams.
- I also execute live demonstrations for my colleagues.
- Daily tasks include receiving help desk tickets, executing the scope of work, and updating the tickets.

Information Technology Contractor | 7/2019 -

New York City Department of Education, Brooklyn, NY

Contract

- Provide support for the Classroom Connectivity Project of school server integration including but not limited to delivery, installation, and break/fix activities.
- Configure physical (Windows 2012 R2 Core) and virtual servers (3 Windows VMs and 2 Linux VMs), Remote Access cards, Active Directory, DNS Services, LAN and network services.
- Troubleshoot and provide support for hardware and software problems during the server integration including, but not limited to, DHCP, DNS, Active Directory, SNMP, TCP/IP, and WINS.
- Create and update documentation of all work effort to support server integration for sites, including design documents and process diagrams
- Perform testing on Servers.
- Interact with the client's end-users and vendors to resolve logistic and hardware issues with equipment.
- Script/automate tasks to improve provisioning and troubleshooting.

IT Support Engineer | 4/2019 - 4/2019

PHM Services, New York, NY

Self-employed

Projects:

- Wonder Works Construction - Disaster recovery team member
 - Desktop support - Formatted hard drives, deployed Windows 10: added to the domain and installed software
 - Server 2012 support - Active Directory issues - diagnosed (dcdiag) / repaired (esentutl) after a system restore

IT Support Engineer | 3/2019 - 3/2019

Baseil Associates, New York, NY

Part-time

Projects:

- Cravath, Swaine & Moore LLP - I was a member of a team that updated the Lenovo software on Windows 10-based computers and verified / updated the inventory of the end-user computer hardware.

IT Support Engineer | 12/2018 - 3/2019

PHM Services, New York, NY

Self-employed

IT Support Engineer | 11/2018 - 12/2018

SourceWave Inc., New York, NY

Self-employed

Projects:

- American Express - End User Relocation | New York Life - End User Relocation

IT Infrastructure Engineer | 5/2018 - 10/2018

Kipany Productions, Ltd, New York, NY

Full-time

Responsible for supporting:

- Company network, data center and end user computing hardware, Office 365 / Email encryption, Asset inventory

- Security and Compliance Initiatives: PCI DSS, HIPAA/Hitech, and SOC 2
- Documentation | Visio Diagrams

IT Systems Field Engineer | 5/2017 - 5/2018

PHM Services, New York, NY

Self-employed

I provided a variety of ad-hoc services for clients.

- Administration - Migrated Exchange mailboxes | Created/Deleted Active Directory user accounts
- Problem Resolution - VMware-based Windows Servers | Desktop Operating systems | Applications | Software

IT Messaging Contractor via Kforce | 1/2017 - 5/2017

New York City Department of Information Technology & Telecommunications, Brooklyn, NY

Contract

I was responsible for assisting DoITT with planning and implementing new Enterprise Vault email archiving policies.

From a recommendation - Though the project never got off the ground, James did write a comprehensive document on what the City needed to do to reach its goal.

The NYC DoITT Director offloaded tasks to me.

- I created proposals to enable city agencies to obtain funds to purchase equipment and/or software

IT Systems Consultant via PHM Services | 7/2016 - 12/2016

Industrial and Commercial Bank of China Financial Services LLC, New York, NY

Contract

I added value to the client by partnering with the in-house IT staff to complete the assignments with a high level of precision. A discovery process was performed, the subject matter was researched, the client was presented with options, and based on the client's feedback the plan was amended, verified within a VMware-based IT lab, and executed in production. A detailed run-book with Visio diagrams was created for the implementation.

- Built a VMware-based IT lab environment that contained elements from production to prepare for live changes
- Upgraded the existing single node BlackBerry Enterprise Server (BES) v. 5.0.2 with MSDE to a two node Active/Passive (high availability) configuration v. 5.0.4 MR13 cluster with SQL 2014
- Created a Mobile Device Management (MDM) proposal to deploy and manage Apple devices

Active Directory

- Optimized Microsoft DNS and group policies in a multi-forest environment
- The recovery plan leveraged a combination of scripts with command line utilities to export the DNS configuration / data and similar scripts were created and verified for restoring the environment
- Prepared for an IT audit by identifying stale computer objects via PowerShell scripts
- Customized reports were created by modifying an Excel add-in's code to accept LDAP queries

Upgraded legacy operating systems, e.g. Server 2008 to Server 2012 R2 via the use of VMware OS templates

- Migrated - FSMO roles | certificate authorities (PKI) | domain controllers | application servers

Provided guidance and acted as a technical resource to both IT management and the service desk

- IT Management: MDM Solution | Microsoft Technology | FINRA Compliance
- Service Desk: Symantec Ghost | McAfee EPO

Patch Management - Deployed a VMware-based 2012 R2 server with the WSUS role in the "DR" datacenter

- Utilized group policies to enable the DR computer objects in the forests to use the same WSUS server

IT Infrastructure Engineer / Team Leader | 3/2011 - 5/2016

Lloyds Bank, Plc., New York, NY

Full-time

- I was a trusted advisor to management, developed innovative solutions for unique problems, delivered projects in a timely and efficient manner, resolved end user and other technical issues, and shared knowledge with colleagues.
- Participated in a datacenter migration: Data circuits | Created a script to copy data from EMC storage to NetApp storage. The script leveraged Robocopy and recursive logic to mitigate issues with long file/folder paths
- PowerShell / batch file scripts / scheduled tasks were utilized to extract and forward data via email to UK teams
- A PowerShell script was created to increase the efficiency of the monthly Microsoft patch installation process. The script stopped services on related groups of servers, application servers followed by the database servers. All patches were installed, and the database services were started followed by the application services.
- Redesigned the US Active Directory - Forest Consolidation | Group Policy | Schema updates - to harmonize US AD to headquarters' directives with minimal impact to production
- Implemented Cisco IronPort email security appliances with redundancy
- Implemented MessageLabs SPAM Manager: Reduced IT overhead | Provided better service to the colleagues

- Managed Microsoft Exchange - Consolidated Exchange Organizations | Upgraded Exchange 2003 to Exchange 2007 Microsoft Clusters (CCR's) on VMware / Implemented BlackBerry 5.x and 12.x with high availability
- Integrated InfoBlox DNS physical and virtual appliances with Microsoft DNS: Harmonized US and UK systems and enhanced the security posture of the IT environments
- Managed RightFax | Upgrades | SIP line migration | BCP via VMware Site Recovery Manager
- Optimized / redeployed Websense and Microsoft ISA to achieve better integration in the production and the DR datacenters thus eliminating past issues | Leveraged pac files - enabled a simple method of automatic failover/ load-balancing. Utilized group policies to push the configuration to servers and workstations
- Replaced Websense / Microsoft ISA with appliances from Trustwave (M86): Malware filtering, URL filtering, Internet Proxy - Created the initial policies, regex expressions ... - handed over to the US IT Security team
- Participated in the rollout of Windows 7 | Policies | Configuration | Application Palette
- Composed documentation for business requirements, project implementation, bulletins, Visio diagrams
- Created PowerPoint presentations to educate and to build consensus for strategic decisions
- Acted as IT Liaison to internal and external counsel for all US and relevant UK Legal Discovery (e-discovery), gathering relevant data for active and pending litigation. Application - Enterprise Vault Discovery Accelerator
- Managed the US IT Compliance (FINRA) program for a broker/dealer business from inception, employing Enterprise Vault Compliance Accelerator with WORM storage to satisfy FINRA requirements 17a-3 and 17a-4
- Responsible for the annual audit with the Bank's 3rd party designee to FINRA
- Implemented Globanet's Merge1 to capture BlackBerry SMS | PIN-to-PIN | Bloomberg Email
- Implemented Actiance Vantage software to capture Cisco Jabber chat data
- Managed and executed the IT Infrastructure tasks for a business divestment
- Provided guidance to the UK e-surveillance program to satisfy a LIBOR requirement for the FSA
- Primary contact between US IT Infrastructure and UK - Home Office IT for Cyber-security and Infrastructure projects | IT related - Architecture, Project funds, Human Resources - Training systems | Employee Records
- Built multiple VMware-based preproduction test environments in the US that were integrated with the respective UK headquarters IT test environments to facilitate the deployment of UK application/systems in the US
- Leveraged VMware to deploy Windows servers from OS templates integrated with UK standard build scripts
- Assisted with the administration and maintenance of VMware vSphere, NetApp SAN, Citrix XenApp, NetScaler

IT Infrastructure Engineer Contractor via Apex Systems | 9/2010 - 3/2011

Lloyds Bank, Plc., New York, NY

Contract

- Provided IT support services at Lloyds Bank, Plc.

EDUCATION

Cisco Networking Academy - Cisco CCNA

Compu21 - Cisco CCNA | Microsoft Server 2016 MCSE

Global Knowledge - Citrix XenApp Training | Exchange 2013 Training - Core Solutions | Advanced Solutions

Rutgers University New Brunswick, NJ - Electrical and Electronics Engineering

CERTIFICATIONS

Microsoft Certified System Engineer - Microsoft, License 2164299

RECOMMENDATIONS

From a Director at []: James is very knowledgeable with IT systems and would be an asset to any company.

A cover letter and more recommendations are at <https://www.garrigan.info/>