

Carl Myers

Cary, IL 60013

myers.carls@gmail.com

+1 847 224 2223

Authorized to work in the US for any employer

Work Experience

Systems Administrator (Consultant)

iHeartMedia, Inc. - San Antonio, TX

July 2021 to April 2023

Modis Inc

System Administrator\Automation Engineer

San Antonio, Texas

Consultant - iheartmedia

7/2021 - 1/2023

My role as a consultant for iheartmedia is to migrate all file-shares on their on premise servers to Azure Cloud/SharePoint/OneDrive for all 135 markets. My team specifically targets servers using a third-party tool called Sharegate where we can migrate files to each users OneDrive and to the O365 SharePoint. This includes to reach out to local market technician to coordinate efforts, gather information from each market to better organize data, migrate file share and user shares to personal one drives and company SharePoint, communications to market on cutover date, and reconciliation of all shares once migration is complete. Each environment is different so it is my role to be able to adjust when necessary. Tools that I use to complete this task consists from PowerShell scripting permissions, batch scripting, AD/GPO understanding of organization breakdown, Azure and API management, and basic user management.

System Administrator (Contractor)

Net56 - 2 month Contract - Deer Park, IL

December 2020 to February 2021

I was contracted with Net56 to assist with migrating O365 accounts to G Suite. I had to create a Cloud M server to manager the migration followed by setting up dual mail delivery. I had created 2 power shell scripts to accomplish the dual mail delivery. I implemented upgrades for PowerSchool application and database which was built on an oracle engine. I also was instrumental in setting up 3 school districts with Papercut Mobility print which consisted of installing a mobility server for each district and then pulling printers from they established print server in order for the users to print. I created macOS, iOS and ChromeOS clients to work with papercut mobility. Prior to leaving, I also had trained the staff on how to manage the CloudM migrator, scripts to be used for mailbox contact creation and mail forwarding. I was also the JAMF Pro SME that helped the employees learn how to manage the environment which included apple school manager understanding and normal operation of Jamf Pro.

Systems Administrator

International capital investment company - Schaumburg, IL

January 2020 to October 2020

System administrators (or sysadmin or systems administrator) are responsible for the maintenance, configuration, and reliable operation of computer systems and servers. They install hardware and software, and participate in research and development to continuously improve and keep up with the IT business needs of International Capital Investment company. System administrators also actively resolve problems and issues with computer and server systems to limit work disruptions within the company. Responsibilities for System Administrator: Responsible for the maintenance, configuration, and reliable operation of computer systems, network servers, and virtualization. I have been the Project Manager on multiple projects including and not limited to mailbox migrations, MDM system implementations, and patch management.

- Install and upgrade computer components and software, manage virtual servers, and integrate automation processes
- Both Active Directory on- premise and Cloud Services.
- Troubleshoot hardware and software errors by running diagnostics, documenting problems and resolutions, prioritizing problems, and assessing impact of issues
- Provide documentation and technical specifications to IT staff for planning and implementing new or upgrades of IT infrastructure
- Administration of Microsoft 365 to include Intune, Jamf, Azure, Exchange, SharePoint, projects and Teams.
- Exchange administrations to include account creation, Mailbox Migration, licensing, and permissions.
- Perform or delegate regular backup operations and implement appropriate processes for data protection, disaster recovery, and failover procedures
- MDM for ma Cos, IOS, Android, and other mobile devices.
- Lead desktop and helpdesk support efforts, making sure all desktop applications, workstations, and related equipment problems are resolved in a timely manner with limited disruptions
- Labtech Ticketing, Patch Management and Virtualization management.
- Hyper-V Manager to include VM creation for both workstation and server builds.
- Responsible for capacity, storage planning, and database performance
- Sophos Enterprise Console administrator.
- I have obtain my Microsoft 365 Certification.

Desktop Engineer

Mchenry County College - Crystal Lake, IL
January 2018 to January 2020

Develop and maintain optimal desktop technical architecture for all on campus and satellite locations of the College, including physical and virtual computing, manually delivered desktop software, packaged software, and virtually-delivered software. Develop and maintain optimal Apple Macintosh-based server and desktop technical architecture.

Research and resolve the most difficult and complex problems that Desktop Technicians, Call Center Specialists, or other members of Information Technology are unable to solve.

- Oversee and be responsible for projects that are often complex and difficult in nature. This frequently requires detailed comprehension of the end-user's tasks and responsibilities
- Create, upgrade, and maintain office and classroom software technology environments
- Configure, debug, and support multiple desktop technology platforms (PC, Mac, mobile device, etc.)
- Review and interpret complex software licensing agreements to ensure lowest TCO while maintaining acceptable compliance standards
- Understand and implement desktop policies and personalization consistent with the educational and administrative needs of the College

- Research and evaluate all necessary requirements or requests for new or modified desktop software
- Test new desktop-related technologies and associated end-user procedures
- Create and implement technology environments for classrooms each academic semester
- Work directly with customers to analyze or recommend products and configuration options for desktop hardware and software
- Administer desktop software patch management
- Consult with and develop solutions for end-user technology needs
- Develop thorough documentation and maintenance of all critical systems and processes, including technical installations and maintenance procedures
- Perform PC and Apple Mac desktop image creation
- Interpret and apply MCC policies, procedures, rules and regulations
- Analyze trends in issue reporting and devise preventive solutions • Analyze and optimize desktop performance in coordination with Desktop Technicians
- Mentor Tier 1 and Tier 2 Call Center personnel on desktop hardware and software problem analysis and resolution
- Assist other I.T. departmental staff on major projects, as needed
- Assist with Instructional Media-related functions and support, as needed
- Work collaboratively with others (e.g. colleagues, stakeholders, vendors) to accomplish functions and responsibilities

- I have worked on multiple projects from designing of an information system in conjunction with server administration and network management to providing a HIPAA compliant interview software database that interfaces with the university administration system.

- I have been the lead in implementing a CRM product on campus as well as many different software solutions that met a need on MCC Campus.

- I have provided mentorship to subordinates and peers who need assistance with issue whether it be PC, Network, or Server Related.

IT Manager

US Water Company - Wheeling, IL

July 2016 to May 2017

Kathy Gracios - 815-355-4364

I worked at US Water Company as the IT Manager of the whole company. I supported up to but not limited to 200+ users. I was specifically tasked with maintaining their network infrastructure, laptop/ Desktop Support, Training of staff with mobile applications, Management of Exchange Service on Microsoft Office 365, IT Inventory and asset management, Help Desk ticketing and troubleshooting, Network Security and Azure Management. I was charged with maintaining the Avaya phone system which was built on a MPLS platform. I helped developed software and ensured that employees followed standards and policies. I supported multiple remote locations and branch location throughout US Water company from Las Vegas to Dulles. I worked with many vendors with purchases and software support. I performed backup for Servers and individual systems. I am in charge of application training as well for the company from Office365 to our own Application called Route Runner.

- I provide prompt and efficient end user support on a local business for network access and internet availability.
- System Administrator for Windows Server 2008/2012/2016
- LABTECH Remote Management and Service Center
- Service Now Ticketing system, Remedy Ticketing System, Connectwise, Freshdesk Ticketing system.

- Change requests, Maintenance Contracts, Software Licenses, Service-Level Management, Configuration Management, Availability Management, Financial Management and IT Services Continuity Management.
- SAM practices as well.
- Great Customer Service Skills.
- Provides hand-on administration and technical support for 200+ users
- Oracle Virtual Box and VM Administration
- Understands Network Fundamentals like DNS, IPV4, DHCP, and SMTP
- Overall responsibility of health, maintenance and improvements to LAN/WAN
- MPLS Avaya Administrator
- Database Administration to DMS system.
- Works effectively individually and as a team.

Service Center Technician

PSAV Presentation Services - Schiller Park, IL

August 2014 to July 2016

847-222-9800

Andrew Gruzka: (630) 209-2895

The Service Center assists internal employees with their tier 1,2, and 3 technical support issues ranging from Active Directory password resets and unlocks to troubleshooting Windows 7 and 10 environments, and all applications associated within Microsoft Office. The Service Center also manages Oracle account creations as well as username/ password management within Oracle. The Service Center assists the end user with processing purchase orders and/or assisting when an abnormality occurs within the application. The Service Center also helps administrate PSAV specific software in regards to database management and user admin rights to programs.

- We also help support networking issues on the PSAV domain which requires Active Directory administration as well as permissions within Windows.
- We also setup Cisco VPN Client on our end user's machine in the event that they need to access a application on our network.
- We set the UDP connection and TCP connection but network engineering is in charge of configuring the VPN tunnels in order to maintain that private connection.

Data Network Specialist, Corporal

Marines/E5 - Camp Lejeune, NC

September 2008 to June 2016

61065, Lt. Christopher Varriale/Thomas Voorhees 910-450-8157

I provided desktop and networking support for military operations with marines from exchange client administration to basic network setups using EIGRP protocol. This position required Cisco academy training and knowledge of tier 1, 2, and 3 support. I also setup vlans for switches, network sub netting, virtualization of more than 2 systems using Slpr and Nipr net.

Education

A.A.S. in Network Security in Network Security

Mchenry County College - Crystal Lake, IL

March 2019

A.A.S. in Networking Administration in Networking Administration

William Rainey Harper College - Palatine, IL
2016

Bachelor's in Technology

Northern Illinois University - DeKalb, IL
January 2001 to May 2006

High school or equivalent

St. Viator High School - Arlington Heights, IL
2001

Skills

- Azure (4 years)
- Help Desk (10+ years)
- Microsoft SQL Server (3 years)
- Technical Support (10+ years)
- ServiceNow (1 year)
- Network Firewalls (6 years)
- Shell Scripting (4 years)
- SCCM (2 years)
- Microsoft 365 (7 years)
- PowerShell (5 years)
- VMWare (7 years)
- Windows 10 (5 years)
- JAMF Pro (3 years)
- On-Premises Active Directory (10+ years)
- Cisco Ios (10+ years)
- G Suite Administrator (4 years)
- Aruba/ClearPass (3 years)
- DNS (6 years)
- DHCP (6 years)
- Windows Server 2012 (8 years)
- Windows Server 2016 (6 years)
- Windows Server 2019 (2 years)
- Exchange Administrator (10+ years)
- Hyper-V (5 years)
- Cloud Migrations: O365/GSuite (4 years)
- Group Policy (10+ years)
- Microsoft Intune (3 years)
- Papercut MF/Mobility (3 years)

- Sophos Enterprise (3 years)
- Connectwise (6 years)
- Patch Management (10+ years)
- IT Project Management (4 years)
- MacOS (6 years)
- Mobile Device Management (4 years)
- LAN (10+ years)
- VPN (8 years)
- Operating Systems (10+ years)
- WAN (8 years)
- TCP/IP (10+ years)
- Microsoft Exchange (10+ years)
- System Administration (8 years)
- Network Support (10+ years)
- Disaster Recovery (8 years)
- SQL (3 years)
- VoIP (4 years)
- Citrix (3 years)
- Load Balancing (3 years)
- Linux (5 years)
- Network Administration (10+ years)
- Network Engineering (6 years)
- Team Management (6 years)
- PCI (4 years)
- Information Security (4 years)
- Visio (6 years)
- Customer Support (10+ years)
- IaaS (8 years)
- PaaS (6 years)
- SaaS (6 years)
- Leadership
- Supervising experience
- .NET
- Management
- Agile
- Java
- Jira
- SSO
- Microsoft Access
- LMS

- SharePoint
- Computer networking
- Remote access software
- Microsoft Windows Server
- Salesforce
- EDI
- vSphere
- vCenter
- Data center experience
- Root cause analysis
- SAN
- Cybersecurity
- AWS
- Virtualization
- Business intelligence
- Systems engineering
- Training & development
- IP networking
- Knowledge management
- Purchasing
- Mechanical knowledge
- MCSA (6 years)
- Microsoft Access (6 years)
- Microsoft Office
- Server Management
- Scripting
- Software Troubleshooting

Military Service

Branch: United States Marine Corps

Rank: Sgt

Certifications and Licenses

Microsoft Technology Associate

December 2019 to Present

Secret Clearance

CCNA

CompTIA A+

MCSA

July 2019 to Present

Assessments

Technical Support — Highly Proficient

October 2020

Applying protocols to identify errors and solutions in order to maintain system function.

Full results: [Highly Proficient](#)

Basic Computer Skills: PC — Highly Proficient

October 2019

Performing basic computer operations, navigating a Windows OS, and troubleshooting common computer problems.

Full results: [Highly Proficient](#)

Technical Support — Highly Proficient

October 2020

Performing software, hardware, and network operations

Full results: [Highly Proficient](#)

Basic computer skills — Highly Proficient

October 2019

Performing basic computer operations, navigating a Windows OS, and troubleshooting common computer problems.

Full results: [Highly Proficient](#)

Project timeline management — Proficient

December 2019

Prioritizing and allocating time to effectively achieve project deliverables

Full results: [Proficient](#)

Work motivation — Highly Proficient

February 2021

Level of motivation and discipline applied toward work

Full results: [Highly Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.