

RICHARD DUNN

IT Systems Administrator

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Rohnert Park
California
USA



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SKILLS

Computer Support: Highly skilled in supporting software and hardware in an enterprise and K12 education environment.

Development: Experience with HTML, CSS, Python, Javascript, and SQL.

Leadership: Well versed to manage multiple projects across various platforms and focus on key details. Skilled in communicating openly and quickly in a professional setting.

TRAINING

- **VMWare** vSphere Operations
- **ServiceNow** ITSM
- **PowerSchool SIS** - PSU Remote Plus
- **JAMF** device management
- **GSuite** for Education/Enterprise
- **Google Admin** device management
- **Apple Support** (SVC-19A, iOS-19A and MAC-19A)

EDUCATION

Sonoma State University

Baccalaureate in Biology (2020)
Concentration: Biotechnology

Santa Rosa Junior College

Associate in Biology (2018)
Associate in Natural Sciences (2018)
Computer Studies Certificate (2018)

EXPERIENCE

Cotati Rohnert Park Unified School District Jr. IT Systems Admin 2018 - Present

Handled day to day operations of JAMF MDM, Microsoft Active Directory/SCCM and GSuite for Education platforms. Assisted with troubleshooting network-related issues as well as providing support to over 500 staff and faculty members.

Maintained complex Cisco network with over 25,000 devices across 12 school sites including Cisco VOIP phones, Catalyst network switches, Meraki network interfaces, and Informacast. Worked as project manager for the opening of two school facilities and the addition of a state-of-the-art performance hall and gymnasium.

Cotati Rohnert Park Unified School District IT Help Desk Technician 2015 - 2018

Worked collaboratively with other members of the IT team in order to troubleshoot and resolve complex network, software, and hardware issues across various platforms. Configured remote service tools to allow for efficient off-site troubleshooting.

KRCB Public Broadcast Service Project Integrator - contracted 2015 - 2017

Under the direction of the facility manager, assisted with integration and upgrade from 480i video equipment to a 4K production studio. Included running fiber and ethernet cabling to allow for cohesive crew communication as well as the installation and configuration of ATEM live production switchers, converters, and capture systems.

NOTABLE PROJECTS

2018

Pioneered and implemented Cisco ISE (802.1x) authentication for wired and wireless networks in order to improve network security. Modified VLANs to segregate network traffic based on Active Directory parameters.

2019

Lead design, implementation, and installation of technology within Theater, Academics, and Gymnasium building at Rancho Cotate High School; Included physical installation of several computer labs, integrating complex networks between Meraki MS switches and Crestron AV services, and establishing building-wide communication systems that encourage and promote student safety.

2020

Worked alongside a team of six individuals to deploy 5400 Chromebooks, iPads, and mobile hotspots to individuals in need within the community. During a time of crisis, managed and coordinated a transition to distance learning by safely deploying crucial technology to those who needed it most.