

RICHARD DUNN

IT Manager & Systems Admin

Austin, Texas



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RickyDunn.me

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

Aunt Bertha / FindHelp.org

IT Manager [2021 - present]

Under the direction of the Director of Technical Operations, worked to automate staff onboarding and off boarding. Integrated asset inventory and personnel management platforms utilizing LDAP and REST APIs. Updated company-wide mission critical documentation and provided a workflow in case of data intrusion or breach of DLP. Worked closely with management to develop 12 month business plan for TechOps department that also encompassed future plans for DataOps and Engineering/Development teams. Managed daily operations for IT Department, working to improve SLA for a company of over 200 individuals while also focusing on providing quality support.

Cotati Rohnert Park Unified School District

IT Systems Admin & Project Management [2015 - 2021]

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.

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.

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.

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Additional Skills & Experience

Cloud Services

Amazon Web Services: Experience in configuring an Amazon Linux server; I spent time troubleshooting issues and optimizing it for use in a K12 institution. The EC2 server is currently utilized as a backend for PowerSchool (SIS platform). It has been mission-critical in maintaining a secured, detailed, and robust database of student attendance, grades, and disciplinary records. In addition to the utilization of AWS for PowerSchool, JAMF MDM is hosted both on-prem and via the AWS platform, allowing for streamlined data distribution both on and off network. *2 years of experience.*

JAMF MDM: Utilizing JAMF, I have provided support to over 1,000 Mac devices and nearly 3,500 iOS devices. JAMF is being used as a management and distribution framework to push updates, software patches, security mandates, and applications to the fleet of devices. In addition to maintaining the front end (software packages, etc.), I have also worked with vendors to manage and maintain the Tomcat host server. By maintaining a relationship between AWS and JAMF, I was able to reduce server costs and better manage the server workload. *5 years of experience.*

Network Administration

Crisis Prevention: Utilizing tools such as Cisco Firepower and Cisco Prime, has allowed me to manage a vast multi-layer network across 14 different locations. During periods of network downtime, the aforementioned tools were used to strategically identify, diagnose, and remedy issues with minimal impact to end users. By viewing system reports, downtime has been minimized by ensuring hardware was adequately and appropriately utilized. *3 years of experience.*

Disaster Recovery: Over the past 4 years I have worked with CrashPlan, VEEAM (Nimble storage backend), and Dell EMC to prevent data loss across key systems; including but not limited to student records, business financial information, and human resource documents. By maintaining compliant file backups, this limited the risk of devastation, should disaster strike. *4 years of experience.*

Mobile Device Management

JAMF: Highly familiar with iOS, macOS, and tvOS management. I am capable of deploying, managing, and performing maintenance on both production and test servers in order to ensure adequate support to thousands of users. By utilizing scripting in conjunction with this MDM platform, we have been able to deploy licensing and support in seconds. During summer of 2017, I led the district's migration to Apple's Device Enrollment Program in an effort to pivot from time-consuming bulk monolithic imaging to dynamic zero-touch deployments. *5 years of experience.*

Google Admin: Managed and automated numerous tasks between Google Admin and RapidIdentity. Google Admin is being used as a secondary identity provider and for primary SSO integration. We have utilized Google Admin and the Google authentication platform for Chrome device management across nearly 7500 devices. *5 years of experience.*

SCCM: Used Microsoft System Center Configuration Manager and Group Policy Objects to manage daily operation of Windows PC servers and client devices. SCCM was used to manage and deploy both monolithic and thin images (situation dependent) as well as provide daily administration of system updates, software updates, and software installs. *4 years of experience.*

Familiar with Amazon S3, and fireAMP.

Experienced with ServiceNow, Gsuite for Business, VMWare and Nimble Storage.