

SHAWN JOSEPH PARKER

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EXPERIENCE:

Elder Outreach

June 2017 – Present

Baton Rouge, LA

System Administrator

- Planned and implemented technical projects such as server infrastructure move, new facilities, server-based PBX adoption, vendor transitions, Windows migrations and computer hardware upgrades
- Migrated servers from VMWare cluster to Scale Hyperconverged infrastructure
- Designed redundant rack solution for data center colocation for optimal uptime
- Diagnosed and corrected network and server issues that arose from services such as DHCP and DNS
- Maintained File Servers and DFS shares
- Maintained and diagnosed Exchange Server, email accounts and mail flow issues
- Developed Powershell scripts to automate tasks and reports
- Developed SQL custom reports to help coworkers do their jobs more efficiently
- Worked with Accounting to track expense accounts and budgets
- Managed relationships with vendors including multiple Internet Service Providers
- Created documentation for lower level technicians to complete their tasks efficiently
- Implemented project management software to organize and coordinate work with coworkers
- Developed company Office365 SharePoint Online Intranet site
- Setup, imaged and deployed new desktops and laptops
- Migrated from OEM Office licensing to Microsoft365 Business
- Provide end user support to 11 long term care facilities throughout Louisiana and Arkansas
- Maintained over 500 end user devices

Plantation Management Company

July 2010 – June 2017

Denham Springs, LA

Information Technology Manager

- Migrated facilities from outdated onsite phone systems to cloud based phone system and saved the company between \$500-\$1000 per facility per month
- Upgraded facilities to MPLS with AT&T to reduce latency, increase reliability and Quality of Service and saved the company over \$1000 a month
- Provided top tier user support to 17 facilities all over Louisiana
- Oversaw external help desk support and data center company for the company's 2000 users
- Maintained over 1200 end user devices such as servers, computers, printers, scanners, mobile devices
- Built internal hardware inventory tracking system with PHP and MySQL
- Maintained company Intranet site and policy and procedure system with over 600 documents
- Create PDF forms and web-based forms
- Diagnosed issues with Cisco routers, switches and wireless access points
- Implemented technical projects such as redundant internet connections, disaster recovery, Managed Print Services with HP, timekeeping software transition, remote support infrastructure, and mobile device management system migration
- Managed relationships with vendors including multiple Internet Service Providers
- Planned, purchased, setup and imaged new hardware
- Managed company cellular account and associated devices with AT&T and saved the company \$2000 per month by switching from outdated individual data plans
- Created and managed interfaces and interoperability with outside vendor software
- Completed custom report requests and scripting requests
- Assisted legal department with HIPAA, Corporate Compliance and IT audit programs
- Managed Mobile Device Management and end user device encryption

Southeastern Louisiana University
Hammond, LA

June 2008 – June 2010

Network Availability Intern

- Setup new servers in data center
- Setup 3Com network switches
- Migrated faculty from onsite email system to Google Apps
- Showed new faculty how to use Novell

MIS Technology Group

July 2007 – August 2008

Zachary, LA

Computer Technician

- Provided customer support in person
- Completed trouble tickets from service desk system
- Troubleshoot server issues
- Setup new users with Novell access
- Installed, imaged and supported new end user desktop computers

Tim's Computers

April 2006 – March 2010

Baton Rouge, LA

Computer Technician

- Provided customer support on telephone, remotely, and in person
- Repaired desktops, laptops, and servers
- Provided help with sales
- Built, tested and imaged new computers and servers

EDUCATION:

Southeastern Louisiana University

- B.A., Computer Information Management
 - Cumulative GPA 3.94
 - Summa Cum Laude
- A.A.S., Industrial Technology Supervision

CERTIFICATIONS:

- Cisco Certified Network Associate (CCNA)

Valid through 12/2023

TECHNICAL SKILLS:

- Adobe Acrobat
- Apple iOS and Android
- Aruba/HPE Switches
- 3CX, Avaya, Polycom, and cloud based phone systems (SIP, VoIP)
- Cisco Routers, Switches and Wireless Access Points
- Lansweeper Asset Management
- Linux
- Microsoft Active Directory, Microsoft Exchange and Microsoft Group Policy
- Microsoft Office (Access, Excel, OneNote, Outlook, PowerPoint, Project, Publisher, Visio, Word)
- Microsoft SQL Queries, Microsoft SQL Server Management Studio
- MySQL, PHP, SAP Crystal Reports, Microsoft Visual Studio
- PrinterLogic
- Scale HC3
- UniFi Wireless Access Points and Cameras
- VMWare ESXi
- WatchGuard Firewalls
- Windows Embedded/IoT, Windows 8, Windows 10
- Windows Server 2012/2016/2019