

Chucky Ivey

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Lewisville, TX

References upon request.

Looking for a career that will challenge me and my goals. I am a very reliable and dependable person. I have a great work ethic and learn things very quickly. I am a well rounded individual, who will bring 100% to work every time.

Certifications

11/2014 MCPS: Microsoft Certified Professional [License #: F126-6334]

12/2014 MCSA: Windows 7 [License #: F126-6335]

12/2014 MCTS: Windows 7, Configuration [License #: F052-1570]

12/2014 MCITP: Enterprise Desktop Support Technician on Windows 7 [License #: F126-6337]

5/2016 MCSA: Windows Server 2012 R2 [License #: F679-4549]

4/2017 MCSE: Productivity [License#: G076-9151]

Education

Patchogue-Medford High School

181 Buffalo Avenue

Medford, NY 11763

[High school diploma - 2007]

Collins College

1140 S Priest Dr

Tempe, AZ 85281

[BA Game Design / 2007-2008, incomplete]

Notable Skills

- **Microsoft:** MS Office Suite 2003-2016, Windows XP, Vista, 7, 8/8.1, 10, SCCM 2012-v1602, RDS, Direct Access, Exchange 2010-2016, Windows Server 2000-2016, RSAT Tools
- **Networking:** Knowledge of wireless networks and devices, TCP/IP, VMPS, VPN, Patch and Punch cables.
- **Adobe products:** Dreamweaver, Photoshop, Premiere, Acrobat and Flash
- **Software:** Norton Ghost, DameWare, LanSweeper, VMWare, Citrix, GoToAssist, Kofax 7.5 & 10.1, Cisco Unified CM Console 10.5.1 and various Anti-Virus and Malware programs.
- **Encryption software:** Symantec Endpoint Encryption, Bitlocker (with MBAM), McAfee
- **Ticketing systems:** Heat, Remedy, ManageEngine, Spiceworks, Samanage

Experience

Petro-Hunt, LLC

2101 Cedar Springs Rd. Ste.600, Dallas, TX 75201

Supervisor: Patrick Ellis

Server Administrator

214-880-8404

4/2017 –Present

- Continue all tasks from SCCM/Sys Admin position
- Maintain VMware ESXi Environment
- Setup VM templates and custom deployment settings
- Maintain Exchange 2010 and 2016 servers
- Manage Cisco Ironport for mailflow and antispam
- Maintain backups with Veeam Backup & Replication / VeeamAgent
- Maintain SRM DR plan
- Research and recommend server refresh path with cost per year analysis and pros/cons
- Clean up AD security, migrating from anything goes to AGDLP (IGDLP)
- Set up PureStorage array and R720 Dell server
- Setup Storage Spaces Direct on Dell R820s with LSI SAS cards for a test/proof of concept infrastructure
- Migrate VPN from Cisco AnyConnect on ASA to Microsoft RRAS and NPS.

- Implement Azure MFA for VPN
- Set up corporate wifi using Meraki, RADIUS and EAP-TLS
- Set up Cisco Ironport ESA virtual appliances and keep them up to date

Petro-Hunt, LLC

2101 Cedar Springs Rd. Ste.600, Dallas, TX 75201

Supervisor: Patrick Ellis

SCCM/Systems Administrator

214-880-8404

7/2016 – 4/2017

- Manage/maintain software distribution, security updates, standard OSD images and standard desktop software
- Prioritize and coordinate security patches and software testing schedules/distributions
- Created packages, collections and advertisements for distributions
- Setup Microsoft Bitlocker Administration and Monitoring(MBAM) and coordinated its deployment
- Created a Windows 10 vCurrentBranch image that implemented MBAM using UDI to allow for customization
- Created a Windows 10 vCurrentBranch upgrade task sequence and managed its deployment to the enterprise
 - This upgrades to W10 and updates BIOS, applications and sets up MBAM if the device is a laptop
- Manage SolarWinds Orion and implemented Alert Central for better accountability and resolution
- Researched and procured a USB whitelisting software that was then deployed via SCCM
- Use Cisco Unified CM Console 10.5.1 and Cisco Unity Connection Administration 10.5.1 to add new phones, edit existing phones, create voice mails, reset voicemail PINs, create fax lines, and other misc tasks.
- Manage website for Petro-Hunt and Purity Oilfield Services.
- Continued to perform Desktop Support Role as needed

Petro-Hunt, LLC

2101 Cedar Springs Rd. Ste.600, Dallas, TX 75201

Supervisor: Patrick Ellis

SCCM Administrator

214-880-8404

2/2015 –7/2016

- All Helpdesk job functions included with promotion
- Set up Highly Available RDS servers and maintain applications installed on them
- Plan, setup and deploy a fresh SCCM 2012 R2 SP1 build including:
 - A Primary Site, multiple Distribution Points (PXE Enabled), FSP, Software Updates.
 - Set up boundaries, boundary groups and Device Collections
 - A custom UDI Task Sequence with multiple domains and computer name based on site
 - Maintain standard images, drivers, BIOS updates, Applications and Packages
 - Create and test new Applications and Packages for deployment
 - Create custom reports for needed data
 - Test, build and deploy Windows 7/10 Enterprise image with Office 2013/2016 (Wipe-and-reload as well as in-place upgrade)
 - Upgrade to SCCM vCurrent Branch (v1511, v1602, v1610, v1703)
 - Use Powershell and Powershell App Deployment Toolkit to create packages to deploy with SCCM
- Setup WDS and MDT, including building new images/task sequences, adding applications, adding drivers and all other tasks related to WDS/MDT.
- Setup WSUS, GPO for WSUS and manage workstation updates.
- Provide support to Desktop Support Techs and Helpdesk for escalated issues.
- Create and manage mailboxes, conference rooms, distributions lists and outside mail contacts in Exchange 2010 & 2016.
- Use Group Policy to push out software to the Enterprise, deploy printers and other misc. tasks.
- Manage print server, add printers, drivers and troubleshoot spooler errors.
- Set up Cisco 8811, 8841 and 8851 IP phones and side-cars, Create line template, reset voicemail pins, instruct new users on speed dial setup and general usage.
- Set up Plantronics wireless headsets on 8841/8851 phones.
- Use Cisco Unified CM Console 10.5.1 and Cisco Unity Connection Administration 10.5.1 to add new phones,

edit existing phones, create voice mails, reset voicemail PINs, create fax lines, and other misc tasks.

- Deploy operating system images, scripts and batch processes.
- Replace and upgrade desktops / laptops for assigned locations.
- Install, configure and support all desktop/laptop computers and accessories.
- Backup, migrate and restore user profiles, associated documents and server/network connections.
- Manage website for subsidiary, Purity Oilfield Services.
- Provide excellent customer service to all employees.

Petro-Hunt, LLC

1601 Elm St #3400, Dallas, TX 75201

Supervisor: Patrick Ellis

214-880-8404

9/2014 – 2/2015

Desktop Support Technician Level 2

- Receive calls and provide solutions over the phone as the first line of support.
- Create new tickets and manage ticket queue for dept., escalating when necessary.
- Create and manage user accounts in Active Directory.
- Create user accounts in Docvue
- Use P2 Excalibur to manage processes, forms, printers, print queue and other misc. tasks
- Manage report subscriptions with SQL Server Reporting on SQL 2008R2
- Assess and fix problems via GoToAssist (remote desktop) and track support tickets via ManageEngine.
- Manage various printer toner ordering, replacement and printer service calls.
- Retrieve backup tape box and swap backup tape daily.
- Migrate user data from old iPhone/Android to new iPhone/Android (incl. activation and transfers)
- Provide a weekly report on current project status, related problems and suggestions.
- Provide excellent customer service to all employees.
- On January 16th, Petro-Hunt, LLC moved locations.

From 1601 Elm St #3400, Dallas, TX 75201 to 2101 Cedar Springs Rd #600, Dallas, TX 75201

- Finding and ordering cables needed for each new dual monitor workstation setup
- Mounting monitors on VESA mounts, mounting arms and cable management
- Setup Cisco 8841/8851 phones and Plantronics wireless headsets
- Connected all computer/laptops/docking stations
- Main point of contact for other IT employees
 - Answered any questions to the best of my ability and escalated when necessary
- Questions relating to cable connections, computer placement and device setuMoved roughly 150-160 users

Kemper Corporate Services, Inc.

8360 LBJ Freeway Suite 400, Dallas, TX 75243

Supervisor: Patrick Christian

6 week contract

972-807-1279

8/2014 – 9/2014

Desktop Analyst Level 2

- Call to schedule computer migration or replacement with on-site and off-site/remote users.
- Use SCCM to push software and image PCs.
- Deploy operating system images, scripts and batch processes.
- Replace and upgrade desktops / laptops from Windows XP to Windows 7 for assigned locations.
- Install, configure and support all desktop/laptop computers and accessories.
- Backup, migrate and restore user profiles, associated documents and server/network connections.
- Assess and fix problems via Dameware (remote desktop) and track support tickets via Heat.
- Provide a weekly report on current project status, related problems and suggestions.
- Provide excellent customer service to all employees.

Broadridge Financial Solutions
51 Mercedes Way, Edgewood, NY 11717
Supervisor: Alyssa Delalla

6 month contract
631-274-2560
11/2013 - 07/2014

Desktop Services Level 2

- Call to schedule computer migration or replacement with on-site and off-site/remote users.
- Use SCCM to push software, image PCs and provide remote assistance.
- Deploy operating system images, scripts and batch processes.
- Replace and upgrade desktops/ laptops from Windows XP to Windows 7 for assigned locations.
- Install, configure and support all desktop/laptop computers and accessories.
- Backup, migrate and restore user profiles, associated documents and server/network connections.
- Assess and fix problems via Remote Desktop and track support tickets via Remedy.
- Provide a weekly report on current project status, related problems and suggestions.
- Create detailed instructions for various processes and software installs.
- Provide excellent customer service to all employees.

Mayo Clinic
1025 Marsh Street, Mankato, MN 56002
Supervisor: Linda Wagner

5 month contract
952-758-8958
3/2013 - 8/2013

Desktop Technical Support Level 2

- Deploy operating system images, scripts and batch processes.
- Provide excellent customer service to over 3,500 employees within the health system.
- Replace and upgrade desktops and laptops from Windows XP to Windows 7 for assigned locations.
- Install, configure and support all desktop and laptop computers and accessories.
- Backup, migrate and restore user profiles, associated documents and server/network connections.
- Assess and fix problems via Remote Desktop and track support tickets via Heat.
- Partake in off-hour/weekend support as needed to ensure corporate deadlines are met.
- Help various teams with troubleshooting newly deployed scripts and forward any problems or suggestions.
- Work with vendors, making sure everything works correctly after the conversion from XP to Windows 7.

Acme Industries, INC
125 Gary Way #2, Ronkonkoma, NY 11779
Supervisor: John Landrio

631-737-5231
8/2010 - 1/2013

Desktop Support Level 2 and Shop Maintenance

- Help users with IT equipment (printers, monitors, etc.).
- Upgrade users from Windows XP to Windows 7 and Office 2007 to Office 2010.
- Setup and deploy new hardware including Desktops, Laptops and routers.
- Perform PC moves, printer setups, and other miscellaneous tasks.
- Review customer delivery schedule and begin deburring the highest priority job.
- Blend areas that are not flush and use a tumbler to mask cutter marks.
- Insert bushings with and without epoxy.
- Part marking with and without epoxy ink, bag and tag parts for shipment to customer.
- Setup first articles(AS9102).
- Inspect holes with air gauges, check parts with micrometers and other tools.
- Use a forklift to load, unload, and move material.
- Deliver and pick-up parts from finishing houses.
- Deliver parts to the customer and get parts ready for out of state shipment.

Additional Interests

I started off with static HTML pages and gradually moved on to PHP/MySQL. I program each site from the ground up and do my

best to meet the expectations of each person or company.

I currently use HTML5, PHP5, MySQL, XML, CSS(incl. Bootstrap), JQuery and AJAX. I'm continuously learning new things, which allows me to stay interested and motivated. I can also use most content management systems.

Web Design and Development

The PHP Hub

<http://www.thephp.com>

Web Developer

2005-2017

Online Portfolio

- Maintain understanding of current web technologies or programming practices through continuing education, reading, participation in workshops, or groups.
- Advise client on the limitations of systems and website functionality.
- Develop website map and page template that meet project goals and user needs.
- Use HTML(4/5), CSS(2/3), JavaScript, PHP and MySQL to develop client website from the ground up.
- Evaluate and test code to ensure it is valid, properly structured, meets industry standards, and is compatible with browsers, devices or operating systems.
- Maintain website, create new content and fix any issues that arrive after deployment.