

Talan Harrison

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Summary

Fifteen years of IT experience supporting a variety of environments. Supporting infrastructure, web, and application development clients. Senior level engineering experience with Microsoft and Linux. Server management, network, and helpdesk support with the skills and knowledge to provide IT consulting, design, and implementation. Excellent communication, documentation, and collaboration skills. Strong teamwork skills and the ability to work and manage activities in a fast-paced environment.

Skills

Hardware & Software:

- ConnectWise Manage w/Automate for ticketing and remote support
- Microsoft Windows, all versions
- AD, Windows OS, all versions
- Mac OS, all versions
- Virtualization: VMware ESXi, Microsoft HyperV
- Remote Assistance: ConnectWise Control, Citrix, SCCM, RDP, MS Remote Assist, LogMeIn, VNC, SSH, WebEx
- Email: Microsoft Exchange, Office365, Intermedia, Mimecast
- Workflow: ColumbiaSoft Document Locator, SharePoint, Salesforce, Java, Oracle, Business Objects Crystal Reports, Monarch, and a few others...
- Imaging technologies, SCCM w/PXE, Ghost, and a few others...
- Cisco Meraki, SonicWALL, D-Link, Belkin, Netgear
- Qualys, Inc.: Network Security and Vulnerability Management
- HA/DR Technologies include: Nimble Storage, StorageCraft, Veeam Replication and Backup, Symantec
- Kronos, Time clocks, Printers (Ricoh & HP), Zebra Barcode Printers, PSC Falcon Scanners, Telnet Protocol
- Telecom technologies include PBX & VOIP, ShoreTel, Avaya, Packet8, 3CX, Comcast Business Digital Voice

Development:

- Extensive knowledge in Open Source Platforms that include Wordpress, Joomla, Drupal, and Magento
- Microsoft .NET Framework, IIS, Wamp, LDAP Authentication, CA Technologies SiteMinder, JIVE Software
- HTML5, PHP, CSS, XML, Apple Xcode, Bootstrap, PhoneGap, JQuery, JavaScript
- LAMP Stack (Linux, Apache, MySQL, PHP)
- Microsoft Visual Studio, Adobe Creative Suite

Experience

Ambient IT Solutions

2016 - Present

Senior Network Engineer

Provided technical support for a variety of managed clients; Oversaw the efficient operation of all computer systems, network administration, web presence, and databases.

Highlights:

- ConnectWise Manage w/Automate for ticketing and remote support
- Kaseya IT Glue for client data management
- Cisco Meraki, SonicWall, Microsoft Dynamics, Office 365
- StorageCraft, Veeam Backup & Replication
- Colocation services

Daimler Trucks North America

2015 - 2016

Developer / Business Systems Analyst

Consulting and development for an enterprise level lifecycle extension project.

Highlights:

- Installed and configured B|DNA Platform (Normalize, Analyze, & Technopedia)
- LDAP & CA Technologies SiteMinder Authentication, SCCM, TAD4D, ILMT, Flexera Software integration
- ColumbiaSoft Document Locator, Qualys vulnerability integration

Pacific Residential Mortgage

2014 - 2015

Technical Support Lead - Network/Systems Engineer

Provided leadership expertise and technical support for the existing infrastructure as well as developing new technologies for PRM's corporate office and 14 branches across the Pacific Northwest. Oversaw all computer systems and administration of the network, web presence, and databases.

Highlights:

- Microsoft Server Environment w/Windows 7 Clients
- VMWare w/Nimble Storage Array
- Veeam Backup & Replication, Mimecast Cloud Email Solutions
- SonicWALL & Cisco Network, Appliances include: SonicWALL NSA series w/HA, Cisco Catalyst fiber series

Schnitzer Steel

2011 - 2014

IT Service Desk & Executive Support

Provided executive and user support for Schnitzer Steel's three divisions; Metal Recycling, Metal Manufacturing, and Pick-n-Pull auto parts. Oversaw the efficient operation of all computer systems and administration of the network, web presence, and databases.

Highlights:

- Training, and troubleshooting technical support environments
- Imaging workstations via Microsoft System Center Configuration Manager (SCCM) with PXE
- Installing, upgrading and troubleshooting network connectivity (Cisco Environment)
- Setting up and troubleshooting VLAN networks for warehouse work stations and printers
- VMware and SharePoint Sever administration

The Seguro Group

2010 - 2012

IT Systems Manager

Provided support for the existing infrastructure as well as developing new technologies. Oversaw the efficient operation of all computer systems and administration of the network, web presence, and databases.

Technology Highlights:

- Provide technical support for The Information Systems Security Association's International headquarters and affiliated chapters
- Develop and Support various web development projects for ISSA Chapters, Secure World Expo, and Future Energy Conference
- Develop and Support POS registration systems for ISSA Chapters, Secure World Expo, and Future Energy Conference
- Provide technical support for Secure World Expo staff
- Provide technical support for Future Energy Conference staff
- Help Desk support and troubleshooting desktop/laptop systems, including Windows 7, Vista, XP, and Mac OS

Hollywood Entertainment

2007 - 2010

Service Desk Technician

Provided technical support and develop new technologies for Hollywood Entertainment's corporate headquarters, main warehouse distribution center as well as the entire field management staff of over 4,400 retail locations across the United States and Canada, with more than 25,000 employees in total.

Technology Highlights:

- Troubleshooting desktop operating systems, including Windows XP Professional and Windows 2000 Professional.
- Microsoft Windows experience, training, and troubleshooting technical support environments
- Installing, upgrading and troubleshooting TCP/IP and network connectivity
- Setup VLAN networks for warehouse work stations and printers
- Setup mobile devices (ActiveSync, Windows Mobile, iOS, and Blackberry)

Portland Center Stage

2004 - 2007

Technical Systems Analyst

Provided technical support for Portland's biggest professional performing arts theater. Microsoft and SonicWall environment, ShoreTel VOIP phone system. Optimization of hardware and software configurations and research ways to improve system performance.

Technology Highlights:

- Microsoft Windows experience, training, and troubleshooting technical support environments
- Installing, upgrading and troubleshooting desktop hardware
- Installing, upgrading and troubleshooting TCP/IP and network connectivity
- Setting up and troubleshooting network and local printers
- Setting up and troubleshooting mobile devices (ActiveSync, Windows Mobile, and Blackberry)
- Installing and troubleshooting Microsoft Outlook
- Documentation of system configurations and troubleshooting procedures

George May International**2002 - 2004*****Management Consultant***

Management instruction to business owners, analyzed business procedures, operation efficiency, P&L Calculations, employee handling and incentive programs, and surveyed the business to be more profitable in their industry.

Volunteer Experience & Memberships**Information Systems Security Association (Portland Chapter)****2005 - 2006*****Secretary, Board of Directors***

Responsibilities are to delegate responsibilities of organizational projects and document the association's dealings, take minutes at board meetings, and collaborate with guest speakers.

Shoestring Players**2004 -2005*****Special Projects Coordinator***

Planned and executed fund raising projects, oversaw and administered scholarships, and sought endowment funds from public and private agencies and foundations.

Education**ITT Technical Institute****2003 - 2005*****Associates Degree, Computer Networking Systems*****Washington State University****2001 - 2002*****Web Development Program******References***

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(Letters of recommendation are gladly given upon request.)