

Brian Hagen

IT Infrastructure Engineer

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Skills

Networking and Server Administration

10+ years experience

- Server racking, cabling, hook up, and port configurations
- Complete Windows and Linux server management, including hardware builds, OS installation, network setup, domain setup, role and feature setup, service management, and investigative troubleshooting
- Network configuration and troubleshooting for various kinds and brands of modems, routers, firewalls, SIP phones, etc.

PC and Helpdesk

10+ years experience

- Hardware: Server and PC builds, 20+ years of parts and peripheral knowledge
- Operating Systems & Software: Windows 2000 through Windows 10, Mac OS X, and various flavors Linux. Adobe Photoshop and Premiere Pro, MS Office suite, Windows and Linux services and permissions.
- Virtualization: Setup, maintenance, administration, P2V & V2V conversion, and troubleshooting for VMWare ESXi and Microsoft Hyper-V
- Experienced in configuring and troubleshooting of services such as internal and external DNS, DHCP, IIS, iLO/iDRAC/IPMI, TCP/UDP port management, NAT policies, access policies, SSL certificates, VLANs, and various SSL and IPsec VPN servers.

Customer Service

15+ years experience

- Experienced in phone systems, email ticketing, web chat, and on-site support & sales
- Experienced in working with teams within 24/7 customer support environments and standard 9 to 5 Mon-Fri environments
- Strong sense of integrity, always trying to exceed expectations and never under deliver

Relevant Experience

ISOsource

Systems Engineer - Bothell, WA - August 2019 to November 2022

Phone: 800-240-2821

- IT consulting and engineering team that supports the needs of hundreds of clients every day from reactive remote and onsite support, to proactively increasing security and compliance. ISO does not resell any specific vendors or brands, so the hardware for each client's infrastructure varies significantly.
- Personal duties involved from remote engineering support for users, onsite engineering for workstation setup and hardware maintenance, creating and updating client documentation, plus planning and executing client office move projects.
- Worked on the setup and configuration all kinds of workstation, server, and network infrastructures, including but not limited to: Sonicwall and FortiGate and Meraki firewalls, Windows HyperV and VMware ESXi and Azure VM clusters, smart switch configuration via web UI and SSH/serial CLI for brands like HP/Aruba and Dell and Cisco, and servers and systems built by Dell, HP, Lenovo.
- Worked on administration of client software and services, including but not limited to: Office 365 Admin (Exchange, Security & Compliance, Azure Active Directory), Google Workspace Admin, email security from Inky and Mimecast, computer security through BitDefender GravityZone, infrastructure data backup & validation through CloudBerry and Veeam, full endpoint management through ConnectWise Automate and NCentral RMM, incident ticket creation and tracking through ConnectWise Manage, setup and management of internal and external DNS, DHCP servers, SSL and IPsec VPNs for users and site-to-site links, SSL setup from CSR generation to certificate installation, and so much more. multi-function printers.

Microsoft (Covestic)

HVA Operations Analyst 3 - Redmond, WA - June 2017 to August 2019

Phone: 425-803-9889

- Hired by IT services vendor Covestic to work on-site at the Microsoft campus.
- 24/7/365 Operations department that monitors the status of servers, email queues, ticketing systems, and other tools for any sign of service interruption. Our department engaged engineers and other teams, started & managed engineering conference calls, and fully documented engineering incidents in real-time.
- Other duties included sorting of different ticket queues, ticket correlation, Active Directory user management, and providing tier 1 support for Microsoft's secure admin workstations (SAWs).
- Helped create, edit, and proof internal SOP documentation for all department processes.

3-GIS.COM, LLC

Information Technology Consultant - Decatur, AL - February 2015 to January 2016

Phone: 256-560-0744

- Hired as contractor to perform a backlog of IT tasks. Provided complete hardware and helpdesk support for their medium-sized environment.
- Single person IT support. No documentation, no training. Had to hit the ground running, administer their day to day needs, and create documentation for a large internal server cluster.
- Technologies supported: Windows Server 2003 to 2012 R2 (Services: Active Directory, RRAS VPN, DNS, DHCP, IIS), Ubuntu Server (Atlassian Confluence & Jira, MySQL, nginx, Tomcat6, Git), pfSense firewall, Hyper-V, VMWare ESXi, Apache Cloudstack, SIP phone system, multi-function printers, IP-camera system for building monitoring, server backups, user PCs & laptops (Windows, Mac, & Linux), and all kinds of mobile devices.

Konica Minolta (All Covered)

Remote Monitoring (NOC) Engineer - Tempe, AZ - December 2012 to April 2014

Phone: 877-224-8911

- Supported hundreds of clients with different environments, but primarily worked with Windows servers (Active Directory, Exchange 2003/2007/2010, MS SQL, DNS, DHCP, etc.), VMWare ESXi / Hyper-V / XenServer, Cisco and Sonicwall network devices, and client PCs running Windows XP/7/8.
- Remote support: 24/7 phone and email support, performing help desk duties for all clients and their workstations, mobile devices, email, VPN, and everything in between.
- Remote monitoring: 24/7 device monitoring for clients. Managed incoming outage alerts from servers, firewalls, etc. plus resolved remote issues with disk space, memory, and virtual machine management.

GoDaddy.com

Online Support Technician - Gilbert, AZ - January 2007 to April 2008

Phone: 480-505-8800

- Provided technical support for customers via a fast-paced email ticketing and CRM system.
- Received inbound technical support and sales phone calls for GoDaddy's large line-up of online tools.
- Provided advanced troubleshooting for customer domain names, shared hosting accounts, DNS records, Whois records, email setup, SEO, e-commerce suites, and more.
- Exceeded expectations in sales and productivity metrics, consistently attaining a bi-weekly sales and customer service bonus.

Education and Certifications

CompTIA A+ (certified)

Microsoft Technical Associate (certified)

Microsoft Certified Solutions Associate (preparing for exam)

Cisco Certified Network Associate (preparing for exam)