**James Garrigan**

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**Innovative and Multifaceted IT Infrastructure Engineer**

**Scripting | Directory Services | Messaging | E-Discovery | Archiving | Cyber Security | Documentation**

**Patch Management | Business Continuity Planning (BCP) | Disaster Recovery | High Availability**

**Connectivity Devices & Protocols | Network Communications**

**TECHNICAL SKILLS**

PowerShell | Hyper-V | Active Directory | DNS | Windows 2022/2019/2016/2012/2008/2003 R2 | Group Policy | VMware | Exchange 2007/2003 | Enterprise Vault Email / File System Archiving | Compliance Accelerator | Discovery Accelerator | Mobile Device Management (MDM) | Network Applications | TCP-IP | NetApp SAN

**WORK EXPERIENCE**

***IT Support Engineer*** | 7/2023 - Present

[**PHM Services**](http://www.phmservices.com/), New York, NY

Part-time

* I provide a variety of ad-hoc IT services for small business clients.
	+ Windows based servers: Operating system installations, Active Directory ...
	+ Windows based desktop computers: Operating system installations, software upgrades ...
	+ Small business networking hardware: Example: Update the DHCP configuration in a SonicWall firewall.

***Expert IT Specialist Contractor via Broad Crossing Inc.*** | 7/2021 - 7/2023

**New York City Department of Education**, Brooklyn, NY

Contract

Accomplishments:

* The contract job was renewed for two more years with a new job title via Broad Crossing Inc.
* I managed 40,000 lines of PowerShell code for the server integration tasks. Circa July 2019 550 lines of code existed.
* As new requirements for the integration process arose I updated the code and the QA process accordingly.
* I updated the code to function with Server 2022.
* I completed a major update of the server integration script to accommodate a new networking architecture while maintaining full compatibility with the current environment. I added support for VLSM, new DHCP scopes, and settings such as DNS addresses were moved from code to text files.
* Because I planned appropriately, when the entity changed its DNS settings, I only needed to update one text file for the script and one tab for the QA process in the Excel worksheet template file.
* I continued to increase the level of automation by reducing the amount of human input.
* I added encryption. The process became more secure. The operator does not need to enter two pairs of credentials.
* I developed code that proactively monitors and manages over 3,300 physical and virtual servers.
* The monitoring framework enabled the servers to automatically resolve faults for both Hyper-V replication and DHCP and some unresponsive operating system states.
* In addition, the framework ensured that Windows-based servers with more than 30 days of uptime are restarted outside of normal operating hours. Before implementing the code it was not unusual to find servers that had not been restarted for several years.
* I created multiple scripts to change the DNS IP address settings in the Hyper-V servers, virtual machines, and DHCP services.
* Via PowerShell, I generated reports which enabled management to proactively allocate larger blocks of IPv4 addresses to schools. I also created code that updates the configuration of the respective DHCP scope.
* I implemented and deployed code that creates a centralized nightly backup of the DHCP configuration from each school.
* I received requests from the SCCM team to create code to enable their processes to execute.
* On Fridays, I conducted online classes for interns and the server team.
* Within related internal correspondence, my name appeared in the list of recipients along with members of management.
* Key technical and educational staff members reached out to me instead of their in-house bureaucratic IT groups for assistance and timely decisions.

***Specialist / Classroom Connectivity - Server QA Deployment Engineer Contractor - IIT*** | 7/2019 - 7/2021

**New York City Department of Education**, Brooklyn, NY

Contract

Accomplishments:

* From the existing PowerShell scripts, originally 550 lines of code only for Server 2012R2, I developed a cohesive process using PowerShell which manages the configuration of the Hyper-V Host servers and multiple Windows and Linux virtual machines. Approximately 30,000 lines of code existed at the end of the first contract.
* I created new versions of the integration scripts for Windows Server 2016, Windows Server 2019, RHEL 7.7, RHEL 8.2, and CentOS 7.
* I reduced the integration's deployment time from hours to approximately 50 - 60 minutes. The VM’s are simultaneously created and configured.
* I created a quality assurance process to verify the configuration. I utilized Excel to create an integration checklist with a QA tab
* I significantly reduced the quantity of manual input for the integration. For the Linux VMs, I used plink.exe to automate tasks that were manually executed via the vi editor. I also used winscp.exe to automate copying files to the Linux VMs. For Server 2016 … I leveraged PowerShell Direct and for Server 2012R2 I developed an innovative solution.
* I created Red Hat and CentOS Kickstart images which enable automated custom settings per site. The existing RHEL 6.4 script required the operator to manually key in the configuration.
* Within the integration script, I provided the operator with the ability to selectively execute blocks of code thus enabling the operator to recover from externally caused errors and rebuild individual VMs.
* I created a PowerShell script that locates and resolves Hyper-V replication problems.
* All blocks of code that execute changes are tested within an IT lab before being used in the production environment.
* I create and update documentation for the pre-integration tasks and the integration tasks. I share it with the related teams.
* I also execute live demonstrations for my colleagues.
* Daily tasks include receiving help desk tickets, executing the scope of work, and updating the tickets.

***Information Technology Contractor*** | 7/2019 - 7/2023

**New York City Department of Education**, Brooklyn, NY

Contract

Responsible for:

* Provide support for the Classroom Connectivity Project of school server integration including but not limited to delivery, installation, and break/fix activities. Candidate may have to travel to schools.
* Configure physical (Windows 2012 R2 Core) and virtual servers (3 Windows VMs and 2 Linux VMs), Remote Access cards, Active Directory, DNS Services, LAN, and network services.
* Troubleshoot and provide support for hardware and software problems during the server integration including, but not limited to, DHCP, DNS, Active Directory, SNMP, TCP/IP, and WINS.
* Create and update documentation of all work efforts to support server integration for sites, including design documents and process diagrams
* Perform testing on Servers.
* Interact with the client's end-users and vendors to resolve logistic and hardware issues with equipment.
* Script/automate tasks to improve provisioning and troubleshooting.

***IT Support Engineer - IT Training and Job Search - NYC DOE Hiring Process*** | 10/2018 - 7/2019

**Job Search Activity**, New York, NY

Notable activities:

* IT Training: Skillsoft online training classes | O’Reilly series “Head First Python” | System Center 2012 Configuration Manager (SCCM) Unleashed; Sams Pearson
* Created an Internet site within Linux to advertise my skills | Distributed cover letters, and resumes - Integrated with Google Analytics | Adsense, Search engines: Bing, Google, Yandex
* The hiring process for the NYC DOE role began in February. The start date was 22nd July 2019. [5 months]

***IT Support Engineer*** | 4/2019 - 4/2019

[**PHM Services**](http://www.phmservices.com/), New York, NY

Self-employed

Projects:

* Wonder Works Construction - Disaster recovery team member
	+ Desktop support - Formatted hard drives, deployed Windows 10: added to the domain and installed software
	+ Server 2012 support - Active Directory issues - diagnosed (dcdiag) / repaired (eseutil) after a system restore

***IT Support Engineer*** | 3/2019 - 3/2019

[**Baseil Associates**](http://baseilassociates.com/), New York, NY

Part-time

Projects:

* Cravath, Swaine & Moore LLP - I was a member of a team that updated the Lenovo software on Windows 10-based computers and verified/updated the inventory of the end-user computer hardware.

***IT Support Engineer*** | 12/2018 - 3/2019

[**PHM Services**](http://www.phmservices.com/), New York, NY

Self-employed

***IT Support Engineer*** | 11/2018 - 12/2018

[**SourceWave Inc.**](http://www.sourcewaves.com/), New York, NY

Self-employed

Projects:

* American Express - End User Relocation | New York Life - End User Relocation

***IT Infrastructure Engineer*** | 5/2018 - 10/2018

[**Kipany Productions, Ltd**](http://www.kipany.com/), New York, NY

Full-time

Responsible for supporting:

* The company network, data center, end-user computing hardware, Office 365 / Email encryption, Asset inventory
* Security and Compliance Initiatives: PCI DSS, HIPAA/Hitech, and SOC 2
* Documentation | Visio Diagrams

***IT Systems Field Engineer*** | 5/2017 - 5/2018

[**PHM Services**](http://www.phmservices.com), New York, NY

Self-employed

I provided a variety of ad-hoc services for clients.

* Administration - Migrated Exchange mailboxes | Created/Deleted Active Directory user accounts
* Problem Resolution - VMware-based Windows Servers | Desktop Operating systems | Applications | Software

***IT Messaging Contractor via*** [***Kforce***](https://www.kforce.com/)| 1/2017 - 5/2017

[**New York City Department of Information Technology & Telecommunications**](https://www1.nyc.gov/site/doitt/index.page), Brooklyn, NY

Contract

I was responsible for assisting DoITT with planning and implementing new Enterprise Vault email archiving policies.

From a recommendation - Though the project never got off the ground, James did write a comprehensive document on what the City needed to do to reach its goal.

* The NYC DoITT Director offloaded tasks to me.
	+ I created proposals to enable city agencies to obtain funds to purchase equipment and/or software.

***IT Systems Consultant via*** [***PHM Services***](http://www.phmservices.com/)| 7/2016 - 12/2016

[**Industrial and Commercial Bank of China Financial Services LLC**](http://www.icbcfs.com/), New York, NY

Contract

I added value to the client by partnering with the in-house IT staff to complete the assignments with a high level of precision. A discovery process was performed, the subject matter was researched, the client was presented with options, and based on the client’s feedback the plan was amended, verified within a VMware-based IT lab, and executed in production. A detailed run-book with Visio diagrams was created for the implementation.

* Built a VMware-based IT lab environment that contained elements from production to prepare for live changes
* Upgraded the existing single-node BlackBerry Enterprise Server (BES) v. 5.0.2 with MSDE to a two-node Active/Passive (high availability) configuration v. 5.0.4 MR13 cluster with SQL 2014
* Created a Mobile Device Management (MDM) proposal to deploy and manage Apple devices
* Active Directory
	+ Optimized Microsoft DNS and group policies in a multi-forest environment
	+ The recovery plan leveraged a combination of scripts with command line utilities to export the DNS configuration/data and similar scripts were created and verified for restoring the environment
	+ Prepared for an IT audit by identifying stale computer objects via PowerShell scripts
	+ Customized reports were created by modifying an Excel add-in’s code to accept LDAP queries
* Upgraded legacy operating systems, e.g. Server 2008 to Server 2012 R2 via the use of VMware OS templates
	+ Migrated - FSMO roles | certificate authorities (PKI) | domain controllers | application servers
* Provided guidance and acted as a technical resource to both IT management and the service desk
	+ IT Management: MDM Solution | Microsoft Technology | FINRA Compliance
	+ Service Desk: Symantec Ghost | McAfee EPO
* Patch Management - Deployed a VMware-based 2012 R2 server with the WSUS role in the “DR” datacenter
	+ Utilized group policies to enable the DR computer objects in the forests to use the same WSUS server

***IT Infrastructure Engineer / Team Leader*** | 3/2011 - 5/2016

[**Lloyds Bank, Plc.**](https://www.lbusa.com/), New York, NY

Full-time

Hired as a full-time employee.

I was a trusted advisor to management, developed innovative solutions for unique problems, delivered projects in a timely and efficient manner, resolved end-user and other technical issues, and shared knowledge with colleagues.

Systems: Exchange 2003 - High Availability - CA RHA Clusters, Exchange 2007 Microsoft Clusters (CCR's) on VMware, and BlackBerry 5.x / 12.x, RightFax - High Availability, using VMware Site Recovery Manager.

* Participated in a data center migration: Data circuits | Created a script to copy data from EMC storage to NetApp storage. The script leveraged Robocopy and recursive logic to mitigate issues with long file/folder paths
* PowerShell / batch file scripts / scheduled tasks were utilized to extract and forward data via email to UK teams
* A PowerShell script was created to increase the efficiency of the monthly Microsoft patch installation process. The script stopped services on related groups of servers, application servers followed by the database servers. All servers were restarted, patches were installed, necessary reboots occurred, and the services were started on the database servers followed by the application servers.
* Redesigned the US Active Directory - Forest Consolidation | Group Policy | Schema updates - to harmonize US AD to headquarters' directives with minimal impact on production
* Implemented Cisco IronPort email security appliances with redundancy
* Implemented MessageLabs SPAM Manager: Reduced IT overhead | Provided better service to the colleagues
* Managed Microsoft Exchange - Consolidated Exchange Organizations | Upgraded Exchange 2003 to Exchange 2007 Microsoft Clusters (CCRs) on VMware
* Implemented BlackBerry 5.x and 12.x with high availability
* Integrated InfoBlox DNS physical and virtual appliances with Microsoft DNS: Harmonized US and UK systems and enhanced the security posture of the IT environments
* Managed RightFax | Upgrades | SIP line migration | BCP via VMware Site Recovery Manager
* Optimized/redeployed Websense and Microsoft ISA to achieve better integration in the production and the DR data centers thus eliminating past issues | Leveraged pac files - enabled a simple method of automatic failover/ load-balancing. Utilized group policies to push the configuration to servers and workstations
* Replaced Websense / Microsoft ISA with appliances from Trustwave (M86): Malware filtering, URL filtering, Internet Proxy - Created the initial policies, regex expressions … - handed over to the US IT Security team
* Participated in the rollout of Windows 7 | Policies | Configuration | Application Palette
* Composed documentation for business requirements, project implementation, bulletins, Visio diagrams
* Created PowerPoint presentations to educate and build consensus for strategic decisions
* Acted as IT Liaison to internal and external counsel for all US and relevant UK Legal Discovery (e-discovery), gathering relevant data for active and pending litigation. Application - Enterprise Vault Discovery Accelerator
* Managed the US IT Compliance (FINRA) program for a broker/dealer business from inception, employing Enterprise Vault Compliance Accelerator with WORM storage to satisfy FINRA requirements 17a-3 and 17a-4
* Responsible for the annual audit with the Bank's 3rd party designee to FINRA
* Implemented Globanet’s Merge1 to capture BlackBerry SMS | PIN-to-PIN | Bloomberg Email
* Implemented Actiance Vantage software to capture Cisco Jabber chat data
* Managed and executed the IT Infrastructure tasks for a business divestment
* Guided the UK e-surveillance program to satisfy a LIBOR requirement for the FSA
* Primary contact between US IT Infrastructure and UK - Home Office IT for Cyber-security and Infrastructure projects | IT related - Architecture, Project funds, Human Resources - Training systems | Employee Records
* Built multiple VMware-based preproduction test environments in the US that were integrated with the respective UK headquarters IT test environments to facilitate the deployment of UK applications/systems in the US
* Leveraged VMware to deploy Windows servers from OS templates integrated with UK standard build scripts
* Assisted with the administration and maintenance of Citrix XenApp, NetScaler, VMware vSphere, NetApp SAN

***IT Infrastructure Engineer Contractor at Lloyds Bank, Plc.*** | 9/2010 - 3/2011

**Apex Systems**, New York, NY

Contract

Provided IT support services at Lloyds Bank, Plc.

***IT Systems Consultant*** | 1/2008 - 9/2010

[**Garrigan Enterprises Inc.**](https://www.garriganenterprisesinc.com), New York, NY

Self-employed

Provided IT services to small businesses as an independent contractor to PHM Services, Technologies on Premises, and other IT services companies. Clients included small mom/pop retail entities, restaurants, law offices, and hedge funds.

* Data Backups: Backup Exec | Internet-based backups
* Deployed Symantec Endpoint Protection with the management console
* Managed the desktop via group policies
* Implemented Citrix server with thin client terminals
* Implemented Symantec Ghost for the deployment of hard drive images
* Implemented Windows Software Update Services (WSUS) to deploy Microsoft updates/patches
* Leveraged VMware to migrate legacy application servers from legacy hardware
* Built multiple VMware hosts on HP Servers, racked/stacked, copper & fiber cabling, fiber switch configuration
* Migrated active directory from server 2003 to server 2008 on new hardware
* Migrated a Smarter Email system to Exchange 2007 with a Barracuda appliance
* Upgraded/replaced IT equipment: servers, workstations, network electronics, Cisco ASA
* Supported Websense URL filtering: Modified policies - Added/modified URLs and managed user permissions
* Updated a real estate management company’s computer environment (Active Directory | Data Shares | NTFS permissions | Operating Systems), delivering accurate and more efficient applications and systems
* Supported computer operations of a staffing company with 10+ office locations, enabling computer operations that would have not been affordable with full-time employees

***IT Systems Consultant*** | 9/2007 - 1/2008

[**PHM Services**](http://www.phmservices.com/), New York, NY

Self-employed

Provided IT support services to small and medium-sized businesses

Clients: small mom/pop retail establishments, non-profits, restaurants, law offices, hedge funds

* Installed, configured, managed, upgraded, and migrated user and configuration data:
	+ Blackberry Enterprise Server, Exchange Server 2003 | 2007
	+ Firewalls | Routers | Switches
	+ Symantec Anti-Virus | Anti-SPAM solutions
	+ Symantec Backup Exec
	+ Active Directory | NTFS Permissions - Windows 2003 | 2008
	+ Windows Operating Systems - Desktop | Server

***Systems Engineer / Administrator*** | 8/2005 - 9/2007

[**LS Power Development**](https://www.lspower.com/) **and** [**Luminus Management, LLC**](http://www.luminusmgmt.com/), New York, NY

Full-time

Hired as a full-time employee.

A previous client of the Netsys Group – The entities were expanding and full-time IT staff was required.

* Built the NJ & NYC IT Infrastructure: Desktops | Firewalls | Messaging | Servers | Switches | Routers
* Provided connectivity between the offices and remote clients via secure VPN on Cisco firewalls
* Successfully passed an IT audit which included penetration testing, documentation | Visio diagrams
* Managed IT using a hands-on, results-oriented style in a fast-paced, dynamic environment
* Applied in-depth knowledge of technical concepts, practices, and procedures
* Established standards for IT operations, evaluated vendors, and hardware/software
* Analyzed technologies to determine the feasibility of adoption, and provided a summary to management
* Developed project proposals, and budgets, recommended IT purchases and upgrades
* Proposed and implemented an IT strategic plan to support present and future initiatives
* Resolved LAN/WAN [TCP-IP] connectivity, performance, security, market data/trading issues
* Monitored systems, and provided emergency response to minimize outages, and data loss
* Stayed informed on general business and technological trends related to the company’s business
* Reduced the complexity of the environment by consolidating the IT systems from both companies while maintaining the mandated level of separation via NTFS permissions and Active Directory settings

***IT Systems Consultant*** | 10/2003 - 8/2005

[**The Netsys Group**](http://netsysgroup.com/), New York, NY

Full-time

Hired as a full-time employee.

Provided IT support services for small and medium size clients

* Financial Data / Hedge Fund Support
	+ As a partner to Goldman Sachs deployed the IT systems and provided on-site IT services for several Hedge Funds: Marshall Wace, Luminus Management, and Riva Ridge Capital Management
* Administrative/Sales Support
	+ Developed project proposals and managed implementations - for new and existing clients
	+ Assisted clients by providing recommendations for IT-related purchases
	+ Reviewed client invoices and when proper, made customer service-related adjustments
	+ Documentation - Maintained detailed IT information for each client and updated it as needed
* Technical Support
	+ Blackberry Server and handheld devices | Active Directory Administration - Add / Delete Accounts
	+ Desktop and laptop computer - Upgrades / Monthly patch deployment - Windows 95 | 98 | 2000 | XP
	+ Desktop applications: Microsoft Office, Symantec/Norton Antivirus, PCAnywhere
	+ Server Hardware - Dell | Compaq | IBM - Operating systems - Windows NT 4.0 | 2000 | 2003 SBS
	+ Data Backup Solutions: Implemented Veritas Backup Exec with DLT and DAT tape drives
	+ Exchange 5.x | Active Directory | 2000 | 2003 servers - Client software: Outlook / Outlook Web Access
	+ Network hardware: switches, routers (wired & wireless 802.11b/g), and firewalls (Cisco PIX)
	+ Migrations - NT 4 server - 2000 - 2003 | Exchange 5.5 - 2000 - 2003 | Windows 95 - 98 - NT 4 - XP
	+ Remote Access Solutions
		- Virtual Private Network connections (VPNs) via Windows server and firewalls Cisco PIX
		- Provided users with remote desktop access to their office computers by utilizing a combination of VPN access to their office network and terminal services within Windows XP
		- Deployed Windows 2003 Terminal server for remote application access

***IT Systems Consultant*** | 1/2003 - 10/2003

**Independent Contractor**, New York, NY

Self-employed

Provided IT support services for [The Netsys Group](http://netsysgroup.com/)’s small and medium size clients

***Hands-on IT Administrator and Engineer*** | 2/2002 - 12/2002

[**Marquis Jet**](https://www.netjets.com/en-us/), New York, NY

Full-time

* Renovated the existing infrastructure to provide a superior functioning IT environment
	+ Deployed a Dell server as a Windows 2000 domain controller for a new domain
	+ Migrated accounts to the domain via Microsoft’s Active Directory Migration Tool
	+ Developed a standard desktop/laptop configuration
	+ Windows 2000, Microsoft Office 2000, Symantec Antivirus, Blackberry client
	+ Refreshed the software on all IBM client computers
* Reduced the TCO of the network by utilizing group policies to deploy Office 2000 and its updates, used Windows Update Services to install critical Microsoft Windows updates, and Symantec Anti-virus Corporate Edition
	+ Developed a server tape backup strategy that utilized Veritas Backup Exec
	+ Optimized the network topology by updating the configuration of the 3Com switches
	+ Enabled remote network access (VPN) via a Netscreen firewall & Windows 2000 server
	+ Provided extensive documentation of the environment including an asset inventory
	+ Supported Blackberry client devices and the respective user software
	+ Coordinated the support of an Avaya Merlin Magix phone system
	+ Was the liaison between the finance department and the IT/Telecommunication vendors
	+ Reviewed monthly invoices and assisted with the creation of the 2003 IT budget

***IT Systems Consultant*** | 11/2001 - 2/2002

[**InfoTech**](http://www.buzzfile.com/business/Infotech-USA-973-227-8772), Fairfield, New Jersey

Full-time

Hired as a full-time employee.

* Desktop and laptop computer support: Windows 95 | 98 | 2000 Intel-based computers
* Desktop applications: Microsoft Office, Symantec/Norton Antivirus, PCAnywhere
* Server Hardware Support: Primarily Dell, Compaq, and IBM Intel-based hardware
* Server Operating Systems Support: Windows NT 4.0 | 2000, SBS and standard versions
* Email support: Exchange 5.x | 2000 servers and Outlook client software
* Network connectivity: switches, DSL routers (wired & wireless), and firewalls

***IT Systems Consultant*** | 8/2001 - 10/2001

**Independent Contractor**, Fairfield, NJ

Self-employed

Provided IT support services for [InfoTech](http://www.buzzfile.com/business/Infotech-USA-973-227-8772)’s small and medium size clients

***IT Systems Consultant*** | 3/2001 - 8/2001

**Trade.Com**, New York, NY

Contract

Trade.com ceased operations on 8/31/2001

* As a member of the domain administration group, built, deployed, and supported the Windows NT 4.0 and Windows 2000 servers that hosted the application and its components
* As a member of the exchange messaging administration group, built, deployed, and supported mission-critical Microsoft Exchange 5.5 servers
* Supported Windows 95 | 98 | 2000 computers with Microsoft Office 2000, Symantec Antivirus, etc.
* Developed standard desktop documentation with installation instructions & hardware configuration
* Optimized desktop deployments via Windows 2000 deployment methods and Ghost technology
* Built a lab environment to simulate a domain migration, Windows NT 4.0 to Windows 2000
* Member of an Exchange migration team, Exchange Server 5.5 to 2000 with a cluster configuration

***Systems Analyst / National Field Engineer*** | 1/1998 - 10/2000

[**GAF**](https://www.gaf.com/en-us), Wayne, NJ

Full-time

Promoted to Network Analyst / National Field Engineer to support corporate-wide upgrades

* Launched corporate-wide networked FAX capability with documentation and training
* Supported and maintained the corporate network and computing environment, 30 U.S. locations, by troubleshooting and fixing problems. The support role involved administration and occasionally disaster recovery for both NT 4.0 and Exchange Server 5.x
* Wrote the Kixtart script/code to correct a company-wide problem: users could not access critical data from their home site remotely. This was a "drive mapping" problem, corrected by using the user's home folder as a reference to enable their off-site drive mappings to correctly correspond / link to their home location.
* Researched/planned/supported Windows NT 4.0 Y2K remediation project. Led a three-member team that upgraded approximately 80 servers in the home office and the 30 remote sites
* Co-developed transition plan from WIN95 / NT 4.0 to Windows 2000 Professional / Server
* Instrumental in designing a new standard server configuration: Windows 2000-based HP Net server consisting of Norton Anti-virus Corporate Edition, Exchange, and Backup Exec
* Led the upgrade from an NT 4.0 domain / Exchange 5.5 to Windows 2000 Active Directory / Exchange 2000

***Help Desk Administrator / PC Analyst*** | 7/1997 - 1/1998

[**GAF**](https://www.gaf.com/en-us), Wayne, NJ

Full-time

Recruited by the IS manager for a full-time position

* Supported 500 Windows 95 PCs, a UNIX-based application, and remotely supported laptop computers for sales force end-users
* Traveled with the application development group to provide IT systems support at regional meetings. Support consisted of maintaining remote connectivity from the meeting location to the home office network, and addressing various user technical issues
* Project team member in the development, selection, and configuration of all desktop software, and the new desktop networked systems (security, virus protection). The standard application palette, Microsoft Office, PC Anywhere, terminal emulator, and Norton Anti-virus, were installed on Windows 95
* Installed/upgraded/integrated into new and existing environments (30+ U.S.-based plants and offices) Cisco network electronics and Compaq servers running NT 4.0 and Exchange Server 5.x

***A/R Processing Support Technician | National Technical Services Unit (PC and LAN)*** | 10/1996 - 7/1997

[**GAF**](https://www.gaf.com/en-us), Wayne, NJ

Contract

Initially employed as a contractor to support A/R processing and the national technical services unit (PC and LAN)

***Account Receivable IT Support*** | 12/1995 - 10/1996

**Executive Conference Inc.**, Wayne, NJ

Full-time

As IT support for Account Receivable I reported directly to the Vice President of Operations and the Sales Department President.

* Utilized dBase IV to process the data from the conference call bridges for invoices.
* Supervised the billing of major clients and developed custom invoices as required within dBase IV.

**EDUCATION**

[Cisco Networking Academy](https://www.netacad.com/) - Cisco CCNA

[Compu21](http://www.compu21.com/) - Cisco CCNA | Microsoft Server 2016 MCSE

[Global Knowledge](https://www.globalknowledge.com/) - Citrix XenApp Training | Exchange 2013 Training - Core Solutions | Advanced Solutions

[Rutgers University](https://www.rutgers.edu/) New Brunswick, NJ - Electrical and Electronics Engineering

**CERTIFICATIONS**

Microsoft Certified System Engineer - Microsoft, License 2164299

**RECOMMENDATIONS**

***From a Director at [ ]:*** James is very knowledgeable with IT systems and would be an asset to any company.

Additional recommendations are at <https://www.garrigan.info/>

Recommendations are also embedded in my LinkedIn background image. <https://www.linkedin.com/in/jimgarrigan>

**Other**

**Videos of sample work products:** <https://www.youtube.com/playlist?list=PLgkRipPFmxPPvjxYbTR-iDrGWWwJMJg0y>

**Interview Requirements:** Video calls require a dial-in telephone number for audio, three business days of lead time, and confirmation via a calendar appointment with the job description attached.

**Preferred Contact Method: Email** garriganjobsearch@outlook.com

**Personally owned equipment policy:**

I do not use personally owned equipment for job-related electronic communications. A few examples of prohibited use are apps, chat, email, text, and video. In other words, job-related data of any type is neither saved on nor does it pass through personally owned equipment.

I may use personally owned equipment for job-related work solely for voice calls via a cellular/landline phone and remote computer sessions via a virtual machine designated only for the job. Only screen images, keystrokes, and mouse actions flow between the remotely connected systems.