

James R. Snyder

1300 Windleaf Dr Unit E. • Reston, VA 20194 • (703) 826-9263 • james@jrsnyder.tech

OBJECTIVE

Organized and motivated Windows, Linux, and Azure Cloud engineer seeking employment as a systems engineer. Offering expertise in Linux, Windows, and Azure cloud administration. Extensive experience with writing PowerShell functions and modules. Skills in architecting, deploying, and maintaining virtual assets in private and public clouds utilizing vSphere and Azure. Customer-oriented and have a grasp of emerging technologies and software to assist in supporting an enterprise environment.

TECHNICAL SKILLS

Software: Microsoft Active Directory, Microsoft Azure; VMWare vSphere; Kaseya VSA; Lastpass; IIS; Nginx; CyberArk APM; Veeam; Netbackup; MS SQL; ScriptRunner

Languages: SQL, JavaScript, PowerShell, Python, Bash, HTML, CSS, Node.JS

Operating Systems: Windows 10+; Windows Server 2016+; Debian, Ubuntu, OpenSUSE, Fedora, Red Hat Linux; iOS; Android

Networking: Simple home, small business, and office LAN and WAN networks; S2S and P2S VPN

QUALIFICATIONS:

- Have utilized PowerShell and SQL to write functions for a client's existing application
- Have written many PowerShell modules for tasks ranging from task logging to migrating web domains from one provider to another
- Knowledge of troubleshooting network connection issues including changes in firewall configuration, and wireless networking issues.
- Experienced in customer communication from past roles as on-site systems admin
- Experience with deploying and maintaining mission critical systems both physical and virtual
- Experience maintaining internal and customer vSphere hypervisors
- Have migrated a portion of client's on-premise infrastructure to Azure in order to establish geographical redundancy

WORK EXPERIENCE

American Residential Services (ARS)

October 2021 - Present

Windows/Linux/Azure Cloud Systems Engineer

- Wrote PowerShell module which used API calls to move more than 300 domain nameservers and registrations from CSC/Neustar domain services to Cloudflare.
- Migrated user and department shares from single corporate file server to 5 distinct virtual machines, and allowed users to continue using previous machine's name to access shares using DFS namespaces
- Worked with AvePoint Fly tool to migrate branch department and user shares to SharePoint for multiple branches.
 - Wrote PowerShell code to change Windows shell paths for user profile paths to OneDrive from folder redirection
- Stood up ScriptRunner program to allow help desk team to perform tasks normally assigned to systems engineer team
 - Wrote runbooks module in PowerShell for the aforementioned tasks
 - Converted scheduled tasks on retiring utility server to module and set up in ScriptRunner
- Created CI/CD pipelines in Azure DevOps for updating aforementioned modules and internal applications
- Wrote standardized logging module in PowerShell for team use

Neovera

July 2017 - October 2021

Azure DevOps Engineer

September 2020- October 2021

- Worked with clients to accurately plan, size, and execute Azure deployments for new tenants to fit their business needs
- Migrated VMs from a client's on-premises vSphere to Azure. Set up Azure tenant, subscription, and infrastructure to establish hybrid deployment. Established backups, patching using Azure Automation.
- Created Azure Virtual Desktop environments for a number of clients each supporting 30+ end users
- Worked extensively with PowerShell scripting to support a client's proprietary in-house application to perform tasks such as creating new users, audit customer environment settings, on-board and off-boarding of customers and users, and other functions necessary for customer's application.
- Implemented backup solutions for a customer's on-premises environment (Veeam), customers in the Neovera cloud (Netbackup), long term cloud retention (uploads to AWS Glacier and Azure Archive storage using CloudBerry) and backups in Azure tenant (Recovery Services Vault)

Windows Systems Engineer

November 2019- Present

- Provided consultation to clients relating to performance and security of Windows infrastructure
- Migrated a client's on-premises Exchange 2013 environment to Exchange Online
- Onboarded and enabled Office 365 MFA and Azure AD MFA for a number of different clients
- Transitioned a number of web applications from a customer's previous service provider to Neovera private cloud. Migrated IIS site data and SQL data.
- Researched and implemented remote monitoring, reporting, and management software to streamline and automate Windows server maintenance (Kaseya)
- Responsible for onboarding new clients into Neovera's personal cloud (VMware vSphere)

Windows Systems Administrator

July 2017 - November 2019

- Managed users in Active Directory for a number of different clients (onboarding/offboarding, password resets)
- Work with Active Directory and group policy to fit best practices for client environments
- Created and maintained documentation for critical business functions in corporate knowledge base
- Responsible for monitoring metrics and remediating issues with a variety of Windows servers
- Assisted in migration of rack-mounted servers, routers, and switches from Ashburn to Chicago data center.

G2 Innovative Services

June 2016 - July 2017

Tier II Access Services Technician

- Responsible for authoring and implementing standard operating procedures for day-to-day service desk operations
- Assisted in monitoring and resolving issues pertaining to VA Access Services gateway using CA APM and UIM
- Assisted users in remedying issues in accessing VA services using Active Directory and other internal VA applications.
- Responsible for communicating and coordinating O&M team to resolve interruptions concerning mission-critical systems

Encourageous LLC

Jan 2015 - August 2016

Systems Engineer

- Established hosting services for Encourageous and assisted in upkeep via Amazon Web Services.
- Deployed and maintained several MySQL database instances.
- Deployed and maintained Production and Pre-Production environments
- Deployed and maintained Windows and Fedora Linux Servers containing business critical assets.

- Deployed and maintained web and application servers
- Responsible for upkeep and maintenance of assets critical to mission success.
- Responsible for transitioning Pre-Production environment to live Production environment
- Responsible for ensuring security of client environment

Adams Communication and Engineering Technology (ACET)

Jan 2015 - May 2016

ASM Research (ASMR)

Apr 2016 - May 2016

Tier I National Service Desk Technician

(VA National Service Desk Contract)

- Able to demonstrate knowledge and answer any questions regarding applications used in day-to-day operations
- Able to assist end users in an array of issues with Microsoft Office products
- Assisted users in remedying issues with Windows operating system
- Assisted users in mapping, maintaining, and network drive upkeep
- Daily use of CA SDM, HEAT, and Remedy ticketing system.
- Assisted end users in troubleshooting and solving various issues within vital VA systems.

REFERENCES AVAILABLE UPON REQUEST