

Cory Goodwin

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Systems Administrator

Multifaceted technical career with 10-year track record of innovation and success

Record of driving excellence by engineering needs-focused solutions that deliver immediate impact and sustainable improvements. Skilled in diagnosing weaknesses within technology processes and structures, and remediating these with thoughtful solutions focused on increasing reliability. Respected as a go-to resource that excels in communicating complex technical concepts to clients and other non-technical users.

*Test Development, Schedule & Execution / Project Management / End-User Support
IT Solutions Implementation / Troubleshooting & Issue Resolution*

TECHNICAL PROFICIENCIES

Networking: Basic TCP / IP Protocols, Server Virtualization (VMware / HyperV), Server Management / Installation, Database Administration, Server Administration, Port Configuration, Sonicwall (Basic Config), Lansweeper

Software: Microsoft Suite, SQL Server Management, FileZilla, Skype for Business, ZenDesk, VMWare, Lansweeper, PDQ Deploy, Slack, Fuze, Zoom.Us / ZoomRooms, Tettra, SnipeIT, Nagios, Pagerduty, NginX, Jamf, SentinelOne

OS: Windows XP/Vista/7/8/10, Windows Server, Mac OS, CentOS 6.5

PROFESSIONAL EXPERIENCE

Systems Administrator (10/2020 – 12/2020)

Greater Lawrence Family Health Center

Provided support across the organization from an infrastructure perspective. Managed, upgraded, supported all of the Manage Engine Products and centralized server platforms. Acted as a temporary project manager for several projects and created new and improved documentation to streamline process'.

Key Achievements:

- Upgraded all of the ManageEngine Suite Products.
- Created several project plans for large infrastructure-based projects.
- Overhauled internal information technology documentation.

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Senior Systems Administrator (12/2018 – 10/2020)

Financial Recovery Technologies

Technical Scope: Office365, Cloud Phone Solution, Patch Manager Plus, Sensu, Lansweeper, Rapid7, BitLocker, Active Directory, Group Policy, VMware 6.5, RingCentral, Teams, Jira, Confluence, Change Control Management
Provided end-user support for 100 inter office employees and 30+ remote employees. Managed 125+ servers daily with VMWare and Sensu Alerting. Implemented RingCentral Phone, Lansweeper (Network Scanner), Automated Patching System (Patch Manager Plus), Bitlocker Active Directory Storage Integration, Microsoft Teams (HipChat Replacement).

Key Achievements:

- Project Management for Planning, Implementation and Migration of Stichtel to RingCentral, Hipchat to Microsoft Teams, WSUS to Patch Manager Plus, and Sophos to CortexXDR.
- Overhauled Active Directory and Group Policy to comply with security policies and SOC.
- Managed Office Move from the Technical Standpoint, including implementation of New Software and Hardware, as well as the Office Build Out.
- Manipulated Office365 ATP, DKIM, DMARC, SPF and other policies to reduce the Spam, and Phishing attacks against the organization.

Systems Administrator / Lead Desktop Support (7/2017 – 11/2018)

Zoom Information, Inc.

Technical Scope: Office365, Cloud Phone Solution, WSUS, WDS, Nagios, SnipeIT, CentOS 6.5, Lansweeper, SentinelOne, Rapid7, Jamf, Duo Security, BitLocker, PDQ, PagerDuty, Tetra, Active Directory, Group Policy
Delivered rapid end-user support for 350 inter office employees and 120+ remote employees. Managed 125+ servers daily with Nagios Alerting. Implemented Inventory System (SnipeIT), Lansweeper (Network Scanner), MAC MDM Solution (Jamf), and Bitlocker Active Directory Storage Integration. Deployed SentinelOne (Anti-Virus), Rapid7 (Security Vulnerability Platform), and Duo Security (Two Factor Authentication) companywide.

Key Achievements:

- Revamped infrastructure and consolidated servers using VMware ESXi; implemented video conferencing system, WSUS, WDS, and inventory management solution.
- Overhauled Active Directory and Group Policy to comply with security policies and SOC.
- Migrated from onsite exchange to Office365, and onsite phone system to Cloud Phone Solution.
- Played key role in Google Cloud migration by preparing active directory and decommissioning data center servers in partnership with cloud architecture team.
- Spearheaded the setup of two satellite office infrastructures.

IT Manager (2/2015 – 5/2018)

wiltOS Technologies, Inc.

Uncovered opportunities to improve and update software and systems. Conducted website, database security, and system audits. Determined IT project times, including system updates, upgrades, migrations, and outages. Reported on IT budget allocation. Supervised team of 3 Software Engineers and 4 Support Executives. UK Based

Key Achievements:

- Designed and integrated Disaster Recovery Plan.
- Built IT infrastructure and introduced best practice guidelines for the organization.
- Completely built WHMCS Infrastructure and Website from the bottom up.

Junior Systems Administrator (8/2011 – 7/2017)

Schreiber/Cohen, LLC.

Technical Scope: Windows Server (2003, 2008, 2000), Windows XP, Windows 7, Active Directory, Group Policy, Intact Document Solution, Inventory Management Solution

Facilitated technical support to end-users by utilizing diagnostic tools to uncover issues. Scope of responsibility included network drive mapping, equipment inventory, disaster recovery, and outages.

Key Achievements:

- Led the implementation of Intact Document Solution to save money by automating scanning process and renaming documents scanned daily.
- Restructured Active Directory (migration, passwords, permissions) and Group Policy (configurations) to meet SOC compliance.
- Retained customers through the implementation of Inventory Management Software solution.

TECHINICAL CERTIFICATION

HTML Level 1, Cambridge Certificate Authority – 2017