

James Garrigan

INNOVATIVE AND MULTIFACETED IT INFRASTRUCTURE ENGINEER

New York, NY 10128

garriganjobsearch@outlook.com

12128765645

Work Experience

Expert IT Specialist Contractor

New York City Department of Education - Brooklyn, NY

July 2021 to Present

Contract via Broad Crossing Inc.

Script/automate tasks to improve provisioning and troubleshooting.

- I am now managing 13,000 lines of PowerShell code for the server integration tasks. Circa July 2019 550 lines of code existed.
 - I recently 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.
 - I added support for Windows Server 2022 during November 2021.
 - The average execution time for the server integration process is now 50 minutes.
 - I developed code which proactively monitors over 3,400 physical and virtual servers.
 - Embedded within the monitoring framework is code which enables the servers to automatically resolve faults in Hyper-V replication, DHCP, and some unresponsive operating system states.
 - Via PowerShell I generate reports which enable management to proactively allocate larger blocks of IPv4 addresses to schools. I developed code which modifies the respective DHCP scopes.
 - I implemented and deployed code which creates a centralized nightly backup of the DHCP configuration from each school.
 - I created and executed code which extracted DHCP data from schools' systems for capacity planning.
 - I created multiple scripts to change the DNS IP address settings in the Hyper-V servers, virtual machines, and DHCP services.
 - I receive requests from the SCCM team to create code to enable their processes to execute.
- Perform testing on Servers.
- Server 2012 R2 to Server 2019 upgrade for school-based Hyper-V servers - Initial testing of an in-place upgrade failed; Microsoft could not provide a solution. Based on knowledge gained from Microsoft I created a successful partially automated procedure from portions of my server integration code.
 - I will be collaborating with the SCCM team to automate the upgrade process for 2000+ servers.

Specialist / Classroom Connectivity / Server QA Deployment Engineer Contractor

New York City Department of Education - Brooklyn, NY

July 2019 to July 2021

Contract via IIT

Script/automate tasks to improve provisioning and troubleshooting.

- I optimized existing PowerShell scripts for the configuration and integration of two Windows Server 2012 R2 Hyper-V Hosts with five virtual machines, three - 2012 R2 VM's and two - Red Hat Linux 6.4 VM's.

- I reduced the integration's deployment time by approximately 50%.
 - I significantly reduced the quantity of manual input for the integration. I used plink.exe to automate tasks which were manually executed within the vi editor. I also used winscp.exe to automate copying files.
 - I utilized Excel to create an integration checklist.
 - I created new versions of the integration scripts for Windows Server 2012R2, Windows Server 2016, Windows Server 2019, RHEL 7.7, RHEL 8.2, and CentOS 7.
 - 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 enter the IP settings and the host name.
 - Within the integration script I provided the operator with the ability to selectively execute blocks of code thus enabling the operator to both recover from errors and rebuild individual VM's.
 - I created a PowerShell script which locates and resolves Hyper-V replication problems.
- Create and update documentation of all work effort to support server integration for sites, including design documents and process diagrams
- I created documentation for the pre-integration tasks and the integration tasks.
 - I update the documentation as needed and I share it with the related teams.
 - I also execute live demonstrations for my colleague, a NYC DOE employee, so he becomes aware of the process changes.

Perform testing on Servers.

- All blocks of code that execute changes are tested within an IT lab prior to being used in the production environment. Creating an IT lab was my first significant request to the Server Operations team.
 - I created a quality assurance procedure to verify the configuration of the integration.
- Support for client's end-users and vendors within the scope of the Classroom Connectivity Project, DHCP, DNS
- Daily tasks include receiving help desk tickets, executing the scope of work, and updating the tickets.

Information Technology Contractor

New York City Department of Education - Brooklyn, NY

July 2019 to July 2019

Contract

- Provide support for the Classroom Connectivity Project of school server integration including but not limited to delivery, installation, and break/fix activities.
- 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 effort 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

PHM Services - New York, NY

April 2019 to April 2019

IT Support Engineer

Baseil Associates - New York, NY

March 2019 to March 2019

IT Support Engineer

PHM Services - New York, NY
December 2018 to March 2019

IT Support Engineer

SourceWave Inc. - New York, NY
November 2018 to December 2018

IT Infrastructure Engineer

Kipany Productions, Ltd - New York, NY
May 2018 to October 2018

IT Systems Field Engineer

PHM Services - New York, NY
May 2017 to May 2018

IT Messaging Contractor Via Kforce

New York City Department of Information Technology & Telecommunications - Brooklyn, NY
January 2017 to May 2017

IT Systems Consultant Via PHM Services

Industrial and Commercial Bank of China Financial Services LLC - New York, NY
July 2016 to December 2016

IT Infrastructure Engineer / Team Leader

Lloyds Bank, Plc. - New York, NY
March 2011 to May 2016

Full-time

- 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.
- Participated in a datacenter 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 patches were installed and the database services were started followed by the application services.
- Redesigned the US Active Directory - Forest Consolidation | Group Policy | Schema updates - to harmonize US AD to headquarters' directives with minimal impact to 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 (CCR's) 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 datacenters 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 to 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
- Provided guidance to 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 application/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 VMware vSphere, NetApp SAN, Citrix XenApp, NetScaler

IT Infrastructure Engineer Contractor via Apex Systems

Lloyds Bank, Plc. - New York, NY
September 2010 to March 2011

Education

Cisco CCNA

Compu21 - Flushing, NY
2018 to 2018

Microsoft Server 2016 MCSE

Compu21 - Flushing, NY

2017 to 2017

Cisco CCNA

Cisco Networking Academy

2016 to 2016

Citrix XenApp Training

Global Knowledge - New York, NY

2013 to 2013

Exchange 2013 Training - Core Solutions

Global Knowledge

2013 to 2013

Exchange 2013 Training - Advanced Solutions

Global Knowledge

2013 to 2013

Electrical and Electronics Engineering

Rutgers University New Brunswick - New Brunswick, NJ

Skills

- Windows Server 2022/2019/2016/2012/2008/2003 R2
- Exchange 2007/2003
- VMware
- Active Directory
- DNS
- Group Policy
- TCP-IP
- PowerShell
- Hyper-V
- DHCP
- Microsoft Exchange
- Linux
- Disaster Recovery
- System Administration

Links

<https://www.garrigan.info>

Certifications and Licenses

MCSE

Microsoft Certified System Engineer - Microsoft, License 2164299