

TRAVIS WADE

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OBJECTIVES

Provide highly available, agile infrastructure to meet and grow with the company. To educate, connect with and provide a high level of service to employees that enhances productivity and adoptability of new technologies.

EDUCATION

ITT Technical Institute

March 2016 Associate's Degree in Computer Science – Network Systems Administration

TECHNOLOGY SUMMARY

Training: NetApp 7-Mode Administration, Performance Analysis, NFS, CJIS Level 3, Certificate for Cloud Computing Security

Systems & Skills: Windows 7, 8, 10, OSX, Windows Server 2008, 2012, Microsoft Office Suite 2010, 2013 & 2016, VMware, Hyper-V, Antivirus, ConnectWise, FreshDesk, Zendesk, Labtech, SQL, IIS, WSUS, Linux Ubuntu 14.04, WordPress, TeamCity, Chef, Google Apps, Office 365, F5 Networks, NetApp, Citrix, PRTG, LogMeIn, GotoMeeting, Citrix, WDS, Active Directory, DHCP, DNS, Windows Server Backup, Exchange, O365, Google Apps, MXLogic, AppRiver, Azure, WPEngine, MS Office, hardware and software installation & troubleshooting, deploying and managing VM's through VMware and Hyper-V, backup and replication, Customer support in person and remotely, RDS, strong people skills and documentation skills.

EXPERIENCE

PillPack, Inc. | Manchester, NH

Systems Administrator May 2017 - Present

Systems Administrator - Part of a team of three (3) IT personnel, support a 600+ user staff located throughout the nation. Plan, execute and support fast growing company involving multiple locations throughout the country. Managing enterprise email systems (G Suite) of 600+ users while also applying policies to comply with HIPAA regulations and cloud computing. Plan, support and build out hybrid cloud / onsite infrastructure including AWS, Rackspace, Linux, Windows Server 2012 & 2016, multiple redundant server and storage configurations. Assist in ongoing growth opportunities working with vendors, partners and internal customers in the execution of multiple ongoing projects including compliance, auditing, growth, company savings, employee process improvement and improvements to current workflows.

Work with all levels within the organization from part-time staff up to company CEO. Reporting to the COO, provide reports of ongoing projects and percentage of completion, budget constraints and constantly prioritizing current projects. Assist in the support of internal customer's computer systems, software, platforms, connectivity, provisioning and supporting a 600+ count staff with the end user services lead.

Work directly with internal departments to support company movements and offer IT input for upcoming projects and desired company direction. Support the product development team in cloud networking, security, custom application support hosted in a geo-redundant AWS virtual private cloud including CDN, DNS, replication, backup, maintaining HIPAA compliance, server migrations and scaling. Assist in the buildout of multiple internal ticketing systems and coordinating / implementing integrations between solutions.

SilverTech, Inc. | Manchester, NH

Systems Administrator June 2015 – April 2017

Systems Administrator - Maintain company's infrastructure to include Windows Updates, firmware upgrades, onsite and offsite backups and network hardware. Maintain Hyper-V replication and system uptime. Maintain cloud servers hosted in Azure, Rackspace, AWS and Google Compute Engine. Keep client web server SSL certificates updated, renewed and installed. Perform development website synchronizations from live environments to development environments.

Keep internal customer's IT assets updated, running well and up to date. Monitor centralized cloud hosted anti-virus for threats and patterns. Maintain WSUS server ensuring Windows Updates get pushed to workstations. Regular upkeep of Google Apps for business including user accounts, groups, domains, Google Sites and permissions.

Administering Microsoft AD environment, DHCP, DNS, domain controller AD replication between in-house and cloud domain controllers. Perform tasks in SQL server 2008, 2012 and 2014 including user mappings, backup and restores and cleanliness. Perform tasks in Microsoft IIS to include SSL renewals, IP allow and deny rules, redirects, permissions and live to dev syncs. Works with enterprise grade wireless infrastructure to ensure 100% coverage throughout building. Performs work with outside clients and access to live and development environments.

Testing and documentation of new technologies to improve current deployment and automation process. Utilizing Chef, Octopus Deploy, TeamCity, Visual Studio TFS and PowerShell. Documenting installation procedure, training documents and reference materials. Building testing environments for UAT utilizing Microsoft Hyper-V and snapshots to quickly revert any changes making testing of new technologies seamless and easily reversible.

Mainstay Technologies | Laconia, NH

Systems Administrator February 2014 – May 2015

Response Service Technician - Responsible for resolving reactive technical issues for clients reported by phone, email or ticket portal. Uses ConnectWise ticketing system to track and document all steps taken to resolve or escalate issue. Consistently meets the goals of the company by maintaining 95% or higher customer satisfaction rating. Uses LabTech RMM software to monitor uptime and health status of client hardware, installed software and updates. Performs reactive maintenance across a wide range of industry favorite platforms including

Windows XP, 7, 8, Server 2003, 2008, 2012, VMWare and among a multitude of client specific Line of Business software. Utilizes contact by phone and email to coordinate and work with clients to resolve issues effectively and timely.

Systems Administrator - Travel to Client sites (mainly local city Governments) to perform proactive duties for client's infrastructures. Maintains Server health by monitoring and reporting to identify trends and problematic areas. Performs Line of Business upgrades, patching, and documentation of these processes. Performs network monitoring to identify slow points and offer solutions to improve. Takes ownership over client infrastructures and consistently updates stakeholders with progression and status. Reviews current network, hardware and software status and makes recommendations for improving. Involved with and documents large scale projects including Exchange to Office 365 migrations, server decommissions and replacements and major Line of Business software installations.

State of Arizona - AHCCCS | Phoenix, AZ

Information Technology Specialist III May 2013 - February 2014

Desktop Administration - Handles all hardware and software related incidents to end users in a company supporting 1000 plus users. Including software installation and troubleshooting either onsite or remotely. Troubleshooting physical network connectivity from switch to end user. Hardware installation and PC replacement as needed. Supports all in-house software as well as all Microsoft Products. Handles support tickets in a timely manner resolving customer issues quickly and effectively. Uses Team-oriented support along with online research to learn and grow knowledge of products used within the company.

Server Administrator - Responsible for NetApp Storage environment, F5 Networks Load Balancing appliances, and Enhanced File Transfer platform. Maintain 99.9% uptime of systems by performing preventative maintenance, updates and upgrades. Replace hard drives and maintain system performance using monitoring tools and reporting from NetApp, as well as finding storage hot spots and providing solutions for improvement. Maintain agency's F5 Load Balancing appliances to ensure smooth traffic flow in and out of the agency's network. Load balance traffic based on least utilized resource, ensuring even server workload. Maintain performance, maintenance, and uptime of the agency's EFT (FTP) environment. Providing secure file transfer nationwide through HTTPS, SSL, SFTP, and FTP. Create performance reports across these platforms to identify areas of improvement, and provide a strategy plan for improvement. Research and find methods to automate much of the Agency's FTP environment, to include automatic file handling to and from Windows and Linux platforms, reporting and monitoring of FTP jobs for notification on job failure, to include remediation steps.

- Received thirteen recognition (HERO) awards during employment with AHCCCS

MSI Solutions, Phoenix AZ

Department Manager January 2013 - March 2013

Provide remote support for hospitality software via support clients and Remote Desktop. Also assist customers with network troubleshooting, and printer issues. Creates trouble tickets for incidents and effectively resolves issues through individual troubleshooting or team assist. Provides training to customers on MSI / Remco Software for property management software .Installations and configuration of property management software for customers

Ace Hardware, Glendale AZ

Department Manager September 2011 - January 2013

Responsible for maintaining department cleanliness, remain current with department knowledge base, provide training with applicable product knowledge, ordering, stocking, and department layout for the boost of sales. Ability to provide excellent advice in all home improvement needs.

US Navy | USS Harry S Truman, Norfolk VA

Interior Communications Electrician October 2006 – September 2011

Responsible for upkeep and operation of the ships Cathodic Protection System. Provide quick and efficient response to trouble calls involving ship's phone system, intercom, and the Integrated Condition Asset Management System that monitors all ship's vitals.

- Honorable Discharge; personally awarded the Navy Good Conduct Medal and Navy & Marine Corps Achievement Medal