

Alan J. McRae

IT Network Technician

VA, WV, NY, and NJ

828-226-0136

alan.mcrae@lancops.com

GOALS:

My principle goal, as always, is to serve the needs of my MSP partners and their enterprise clients by responding quickly to break/fix service events, improving operational efficiencies & IT systems resilience, maintaining network security, implementing project management tasks and improving enduser IT experience. To achieve these goals, I continue to broaden my hands-on technical skills with network infrastructure services, contemporary LOB software applications, help desk support, IT documentation writing, advanced troubleshooting procedures, fault tolerant system design & implementation, and 3rd party technical collaboration. I also gain in-depth knowledge & experience by implementing up & coming innovative technologies in my home computer network lab, and engaging with acknowledged experts in the field whenever possible.

I hope to engage with the right Virginia-based MSPs and clients in 2017 that can employ my many skills to significantly improve their Information Technology & customer-facing operations to better align with their LOB service goals & performance objectives. I would especially like to work with a disciplined & highly capable IT department that sets high standards for itself and is motivated to work together to achieve the highest level of professionalism. I would also like to get the opportunity to work on first class enterprise grade IT solutions for networking, HA, security, help desk, environmental control, POS, kiosk, and web-based services.

SUMMARY OF QUALIFICATIONS:

IT Network project support, network field technical support & software systems specialist with over 25 years of experience in all aspects of client/server computing including network infrastructure: routers, switches, NGFW's, Cat5/6 cabling, telecom (DSL, cable, T1, wireless, dialup), on-site & remote technical support and advanced troubleshooting, new system design/development/deployment, PC & server migrations, SME deployments & help desk support, Win7 migrations, Windows Server upgrades/deployments, HD imaging and disaster recovery, PC/LAN/WAN networks & security technologies, PC configuration/asset inventory software, site surveys, system documentation writing, management of change documentation (MOC), and end-user technical support & training.

Expert-level experience with hardware & software, network infrastructure, commercial wifi, internet connection troubleshooting, on-site & remote technical support & troubleshooting, new system design & deployment, and computer troubleshooting & help desk skills.

Extensive software experience with integrated accounting systems, vertical market applications including manufacturing, CAD, Retail POS, medical office systems, and custom software development & deployment. A power user of many popular software applications, such as Microsoft Office, Visio, Frontpage, Google Sketchup, Paintshop Pro, and more, plus the Windows & network utility apps at SysInternals, Nirsoft, SolarWinds, and others.

A long history of advanced troubleshooting and strong team collaboration skills. Excellent IT/network documentation writer & technical trainer. Fully equipped service vehicle with rapid response capabilities. Willing to travel. Currently developing a high security remote support workstation for enterprise client network monitoring and remote support service delivery via a high security isolated vlan subnet in my current home lab computer network.

EXPERIENCE:

1997- Present Independent IT Network Technician and Computer Consultant in VA, WV, NC, SC, TN, NY, NJ, CT.

Installing and supporting Cisco & Wayport commercial wifi systems, various routers & switches (AdTran, Cisco, Dell, D-Link, HP, Juniper, Linksys, Netgear), and

NGFW's (Cisco, Fortinet, Meraki, Palo Alto, WatchGuard) plus Cat5/6 cabling infrastructure, while providing on-demand broadband troubleshooting, site surveys, computer technical support, LEC supervision & PC security services.

Also providing Win7 desktop/laptop migrations & deployments, IBM & Dell server installations & migrations, and other IT project assignments for major national MSP's at their Fortune 1000 clients' locations. Clients like Tiffany & Company, Estee Lauder, Nordstrom Rack, Citigroup, Wells Fargo, Morgan Stanley, Merrill Lynch/BOA, TD Bank, WalMart, Michaels, NY Public Radio, GSA and many others. Achieved a **perfect 5 star rating** on all major online IT work markets, including FieldNation, OnForce, FieldSolutions, WorkMarket, etc.

Peak Systems: provide this MSP group with as-needed IT technical services, including desktop & server migrations, POS system upgrades, new software rollouts, site surveys & custom data center documentation, and other short-term engagements. Clients include Lowes, Stein Mart, ToysRUs, Bank of America/Merril Lynch, Morgan Stanley, Citigroup, Trane, Dell, and many others. Completed a 3 ½ month POS server migration project for Tiffany & Company at their Parsippany NJ retail systems headquarters, where I successfully migrated over 100 POS servers at Tiffany stores all over the world. Recent assignment at NY Public Radio to assist with WinXP to Win7 migration, including workstation imaging, user data & account migration, advanced troubleshooting, and help desk documentation writing.

Field Nation: RBC/PNC Bank IT infrastructure merger, POS/network device assignments at convenience stores (including EMV pinpads), Meraki NGFW installs, VoIP gateway & IP phone installs, digital media systems in medical offices, wifi systems in commercial buildings & school campuses, site surveys and many other engagements. Clients included Raymond James, MSC, John Deere, Salvation Army, Michaels, Bath & Body Works for MSP's like Vital Network Services, Spencer Tech, SmartSource, Externetworks, Essintial, Pomeroy, DataMax, Granite Telecommunications, Pivital, Cloud5 Communications, Randstad Tech and many more.

Field Solutions: Wells Fargo site relocations, WatchGuard firewall upgrades, router/switch replacements for Hertz, software upgrade on a home dialysis machine, and other assignments.

OnForce: various assignments including major investment bank network/desktop/laptop upgrades, Win7 migrations & deployments, wifi device installation & troubleshooting, routers & switches, broadband upgrades & troubleshooting, Wayport NMD upgrades, medical practices integrated services routers, satellite broadband troubleshooting, POS terminal replacements, digital media systems, and other on-site support.

WorkMarket: numerous assignments including rapid response network support to Starbucks via Core Technology Solutions, Fortinet NGFW installations at The UPS Store, Dunkin Donuts & several fast food restaurants, asset inventory for GSA via BlackBox, router troubleshooting at Key Foods for High Wire Networks, LEC circuit upgrade supervision at Nordstrom Rack, etc.

FS24-7: provide this nationwide field service provider with as-needed IT technical services, including commercial wifi installation & troubleshooting, extended demarc troubleshooting, internet connection troubleshooting, router, switch and ISR installations, server migrations, airport digital radio upgrades, and emergency technical support for their Fortune 1000 clients, including McDonalds, Sita Aircom, Qwest Communication, T-Mobile, ATT/Wayport, Veteran's Administration, US Postal Service, and MSP's like Orange Business Services, Vital Network Services, Network Dynamics and others.

Resource Solutions Group: recent assignment at Estee Lauder headquarters in Melville NY for a Windows XP to Windows 7 migration project. Besides new image deployment & user account migration, I also created the migration cookbook documentation & the user migration checklist tracking form.

TCML: new network installations at Dunkin Donuts and other franchises.

Basofil Fibers, LLC in Enka, NC: assisted the IT Department Director with a 25 node PC LAN migration & redesign, deployment of new Dell Computers, routine network administration, development of a custom

WAN security system, custom system documentation, and routine PC troubleshooting. Assisted the Marketing Director with corporate website development (see www.basofil.com), visitor traffic analysis, and internet marketing strategy. Got firsthand experience with computer security, including Symantec Client Security, Norton Internet Security Suite, GFI S.E.L.M, GFI S.I.M, EagleX IDS, Manhunt, Port Explorer, Process Monitor, MBSA, HijackThis, SuperScan, SpyBot Search & Destroy, SNORT, Mandiant First Response, NetworkMonitor, Wireshark, Watchguard SOHO & ddWrt gateway routers, etc.

TechTarget: I have written articles on VDI Security for TechTarget. My first article in the series is published at <http://searchvirtualdesktop.techtarget.com/tip/VDI-The-answer-to-todays-desktop-security-nightmares>. I conduct hands-on research for these articles on my home computer lab, where I also test & review new security & network products. Currently reviewing the FortiWiFi 60D gateway/UTM appliance.

TECHNICAL TRAINING:

1991- Present Broad-based, hands-on & online technical training with special emphasis on network infrastructure installation & troubleshooting, commercial wifi installation & troubleshooting, internet broadband connection troubleshooting, PC & network security & support, business computing, business management software, and accounting systems. Developed a Portable Knowledgebase on Windows Operating Systems, Network Devices and contracted Application Software support, as well as continuing education in various technical fields of interest, including Wireless Broadband, Integrated Access Devices, VoIP, VPN, Network Security, Windows 7, Windows Server, and ECM systems.

Partnering with several national service providers to install & support Cisco & AT&T/Wayport commercial wireless networks in regional Fortune 1000 locations, plus upgrade network infrastructures with Cisco integrated services routers. I have deployed a Linux-based Untangle UTM appliance, PRTG network sensor, and homemade Ethernet taps for learning advanced network security training. Also, I've built a Windows 7 laptop & tablet field engineer network troubleshooting & security toolset for on-site general network support assignments. Toolset includes Wireshark protocol analyzer, nMap, NetStumber, inSSIDer, cable tester & tone tracer, T1 & Ethernet loopbacks, custom made dongles, console cables, fish stick, fish tape, professional labeler, commercial installer ladder, and dozens of specialty diagnostic utilities. Also learning to do wifi surveys with HeatMapper application.

Currently learning the FortiOS network operating system by deploying a FortiWiFi 60D NGFW/UTM appliance in my home computer lab. This will eventually be paired with my custom, multi-display, remote network security & support workstation to provide realtime network operations support to a contracted client organization.

CERTIFIED INSTALLER CERTIFICATES: Open Systems and ACCPAC Accounting Software (all modules), EMC ApplicationXtender ECM system.

CERTIFIED SYSTEM ADMINISTRATOR: SCO Xenix/Unix.

HIPAA Awareness for Business Associates Certification

AWARDS: two National Science Foundation awards, a Mathematics League award, and multiple National Honor Society awards.

KNOWLEDGE SCOPE:

Operating Systems: expert-level knowledge & experience with Windows client & server operating systems (all versions), Windows & IP Networking, and some Xenix/Unix/Linux/BSD operating systems. Toolset includes process monitoring, tcp connection logging, Windows 7+ event log analysis, Wireshark protocol analyzer, and many other advanced troubleshooting utilities.

PC Desktop/Laptop/Server: expert knowledge of Windows desktops, laptops and servers, including help desk tech support, new system deployments & migrations, hard drive imaging & disaster recovery, software installation procedures, computer configuration/inventory utilities, management of change documentation & procedures, and advanced performance troubleshooting procedures.

Networking: expert knowledge of network device installation & troubleshooting procedures, SMB LAN/WAN best practices, commercial broadband & wireless installation & troubleshooting, and some VoIP experience. Experienced with Cat3/5/6 cabling methodologies, including installation, troubleshooting and repair. Create detailed site surveys using tone tracing, P-Touch labeler, and network mapping tools.

Telecom: experienced with telco infrastructure, including 66/110 blocks, RJ11/RJ45/RJ48X, POTS, DSL, cable, T1, and some satellite. Have most relevant installation & troubleshooting tools.

IT Security: some experience with PC/LAN/WAN security software & hardware, including vulnerability scanning and forensics investigation, plus Windows security lockdown procedures & host security application software suites. Growing experience with Next Generation Firewalls & UTM platforms. Currently deploying a Fortinet UTM NGFW in my home lab to learn advanced network monitoring, QoS, and security event rapid response procedures.

Hardware: extensive personal computer hardware experience as well, including system assembly, re-purposing & re-deployment, troubleshooting, upgrading, and on-site support. Also exotic devices like digital aircraft telemetry, home dialysis machines, solar hot water system controller, and more.

Accounting Software: expert knowledge of all Accounting Software modules: Accounts Receivable, Accounts Payable, Inventory, Sales Order, Purchase Order, General Ledger, Payroll, Job Cost, Bill of Materials, Production Planning, Time & Billing, Point-of-Sale, and Report Writer.

Microsoft Software: power user of Microsoft Office Professional (Word, Excel, Access, Powerpoint), MS-Frontpage, Visio, PaintShop Pro, and other popular PC application software.

Audio Software/Hardware: hands-on experience with professional audio recording using Audacity and Yamaha portastudio to produce recordings for my various music bands and entertainment events.

3D CAD: currently using Google Sketchup for a DIY solar home design project.

INTERESTS:

I love installing, troubleshooting and maintaining network infrastructure devices & services, deploying enterprise application software and solving very complex IT performance problems. I am always interested in creating detailed system documentation that can help others with future network administration. I also enjoy supporting endusers who have diverse mission critical applications that must be operational for them to do their work successfully. I am especially interested in assignments that involve installing high speed broadband, VoIP, VPN and WiFi capabilities to business & consumer networks while maintaining the high security & high availability of critical line-of-business IT systems. Also, migrating from WinXP to Win7 and Windows Server 2003 to 2008/2012 so that clients can successfully overcome O/S end-of-life deadlines while maintaining business continuity & systems availability.

Currently deploying a Fortinet FortiWiFi 60D NGFW UTM appliance in my home network lab to learn SMB & branch office network security & LAN/WAN QoS management skills, as well as VLAN segmentation, zone firewall policies & rule sets, syslogging & event log analysis, and SIEM-based network security operations. Developing a high security remote support & network monitoring workstation so I can deliver rapid response services on-demand.

My hobbies include hiking, canoeing, whitewater rafting, and other outdoor pursuits. I have also managed and performed in a classic jazz band and a traditional Celtic band. I have learned 3D CAD design with Google Sketchup, basic architecture, and designed a solar powered cabin that I hope to build on 5 acres

in the George Washington National Forest. I am an avid scientist/engineer and I have a home lab that includes electronics, microbiology, organic gardening, astronomy, woodworking, and other interests.

CURRENT & RECENT PROJECTS:

CBIZ Inc: network discovery, documentation writing (including Visio LAN diagramming), and data center & users temporary relocation for a major office renovation project in NYC.

Nordstrom Rack: deploying new DIA MPLS circuits in a flagship store. Working with 3rd party service providers and Nordstrom store staff to install new conduits, pull new circuit cabling, and install NIDs, prior to new Cisco router installs and circuit cutover.

Core Technology Solutions: numerous break/fix assignments at Starbucks, as well as Fortnet UTM appliance installs at Popeyes Chicken, The UPS Store, Dunkin Donuts, and others.

BootUp LLC: client onsite support for healthcare clinics and condominium complex. PC upgrades, user profile migration, software installation, PC troubleshooting, LAN/WAN connectivity troubleshooting, user training, and site documentation writing.

Estee Lauder: completed their Windows XP to Windows 7 workstation migrations & upgrades at their US headquarters. Wrote some of the deployment documentation and trained another technical assistant, under the guidance of the lead project tech.

My Home Lab: deploying a FortiWiFi 60D NGFW/UTM appliance to create isolated VLAN segments for my high security remote support workstation, production network, surveillance & environmental control system, guest network, R&D network, and workbench repair & PC quarantine zones. I plan to learn network monitoring & security operations skills thru the daily use of the FortiWiFi appliance.

REFERENCES:

Geoff Thatcher, Peak Systems, Managing Director, 212.947.6600 x315 MSP Client
Marissa Armour, Peak Systems, Director, 212.947.6600 MSP Client
Lee McCartney, Peak Systems, Director, 212.947.6600 MSP Client
Stephen Phillips, Resource Solutions Group, Technical Recruiter, 813.288.4893 x586 MSP Client
Robert D. Yantiss, former Dir. of IT at Basofil Fibers, LLC 828-622-7503 Former IT Supervisor
Stewart Lewis, President of FS24-7 Ltd., 513-321-8181 & 513-237-5535 ASP Group Supervisor
Ronald Rookstool, US Navy, Chief Petty Officer (retired), 828-400-3805 & 828-926-6090 Client
Mary Grace Lodico, Social Worker (retired/blind), 828-452-9047 Client
Rikki Kessler, Learning Links executive, (800) 724-2616 Client