

# Jason Gatison

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## TECHNICAL SUMMARY

**Operating Systems:** Windows Enterprise Server 00-16, Windows SBS 03-08, Novell Netware, NT 4.0, Windows 95-Win11, Red Hat, Ubuntu, Linux Mint, UNIX, BackTrack 5 / Kali Linux.

**Networks:** 10/100/1000Mbps LANs, WANs, TCP/IP, DHCP server/client, ICMP, DNS, SNMP, SMTP, SSH, Telnet, subnetting, VLSM, TCP/UDP, RIP/RIP2, VLANs, MPLS, STP, Trunking, VPNs, IPsec, VOIP, Wi-Fi 802.11 ac/a/b/g/n, BSS, ESS, Broadband Satellite.

**Software:** Cisco IOSv12+ CLI, Cisco's SDM, Active Directory, Exchange 03-2016, MS Office products, ShoreTel Director FTP, TFTP/ SFTP, IIS, Wireshark, BackTrack 5 tools, SQL Express 05/08, MySQL, SQL server 2012 Management Studio, query analyzer, Oracle, SAP, VMware EXI 5.1+player/workstation, Virtualbox, Sharepoint, Hyper V, Powershell, Apache, LanDesk, IssueTrak, Remedy, Veritas, Intronis, Mozy, Carbonite, Digital Guardian/Verdasys, Barracuda, Trend Micro, Skype, Turbo Meeting, Team Viewer, Bomgar, Avast Business, Data Sense, ServiceNow, Clever, PyCharm and Eclipse.

**Hardware:** Fiber, Cat3-7, mounting racks, patch panels, Juniper SSG-5, Sonicwall firewalls, Cisco switches 2900/5000 series, Cisco routers 1800/2500-2600 series, ISR brands: Linksys, Netgear, D-Link, 2wire. High-end Server / Blade manufacturers: Dell, IBM, HP. WICs, CSU/DSU, tape drives, Dell Equal Logic SANs. Avaya IP 500/406, ShoreTel SG-90, RHub.

**Languages:** HTML /5, Javascript, CSS, Bootstrap, Python, Java, MySQL, basic PHP

**Concepts:** Cisco's life cycle, Frame Relay, HDLC, PPP, Virtualization, RAID 1/0/5/10, POP3, IMAP, basic Linux Kernel modification, Public and Private cloud management through OpenStack, AWS, SAN-NAS, Network security: switchport security, firewall: IDS, IPS policy setup. WEP, WPA/2, NAT/PAT, port forwarding, Zenmap, OSPF, EIGRP, BGP.

## EDUCATION

2021 – 2025 Currently taking online classes at SNHU to obtain BS in Cyber Security

Member of the National Honor Society of Leadership and Success

**Current GPA: 3.95**

**ACHIEVEMENTS**      3/10/2000      8/6/2013      4/27/14      11/19/21



## **EXPERIENCE**

**Edmentum Bloomington, MN**

**12/21-Present**

**Technical Engineer (Remote Direct Hire)**

Founded in 1960, Edmentum is a leading provider of online learning programs designed to drive student achievement for academic and career success.

- Developed, planed, and lead technical integration projects resulting in customers obtaining a ground-up technical integration
- Liaison with Development and Product Management stakeholders to shape our technical integration roadmap
- Developed meaningful customer relationships that resulted in increased sales and longer subscription terms
- Provide advanced product technical troubleshooting for customer issues
- Identified and provided final solutions to customer trends and serve as an escalation point for strategic accounts
- Manage and define technical knowledge needs
- Serve as a liaison to company leadership for strategic customer partnerships; anticipate problems and react accordingly to resolve them quickly and professionally
- Act as a key influencer to stakeholders and advises on strategic decisions
- Helped increase number of net-new cross product integrations by %10
- Participate in ongoing proprietary product training and certification programs

**Edmentum Bloomington, MN**

**8/21-12/21**

**Tech Specialist (Remote Contractor)**

Founded in 1960, Edmentum is a leading provider of online learning programs designed to drive student achievement for academic and career success.

- Responsible for handling data integrations into proprietary learning platform Genius.
- Actively worked directly with clients to provide training and assistance around enrollment process.
- Troubleshoot issues relative to data migration and APIs.

**Tech Specialist**

Established in 1926, MWI is a world-leading American manufacturer of rugged, innovative pump technology. Our quality designs and services give everyday people the power to move water. Today, we continue to design, manufacture, rent, sell and service low to high volume/high-GPM water pumps, including axial and mixed flow pumps, hydraulically driven trash pumps, rotary wellpoint pumps, and self-priming dewatering pumps with quiet-pack sound enclosures.

- Systems administrator duties included: Diagnose and resolve issues related to technical difficulties with hardware, software, and the network, supporting over 200 endusers and several devices, across 6 locations in Florida. Deploy software via PDQ deploy. Successfully migrated mailboxes and public folders from Exchange 2010 to 2016 via PowerShell and scripts.
- Network administrator duties included: Install, configure, test, maintain, monitor and troubleshoot HP / Dell hardware products, HP Procurve series switches, HP Proliant series servers, SonicWall TZ300 / 400, RHUB web conferencing server, and other IT equipment.
- Installed and terminated Cat5e / 6 cabling throughout plant. Punched down cabling for wall jacks. Used cable tester to verify continuity. Used a cable toner to trace long intricate runs.
- Provided multi-tier related technical support: Received and responded to incoming calls, IM, and/or e-mails regarding PC and/or hardware problems.
- Tracked, prioritized and documented requests using IssueTrak ticketing system.
- Verified with staff that the issue has been resolved, provide follow up and update / close issue in our ticketing system.
- Develop and maintain technical documentation of systems and network using Manage Engine and SolarWinds based products and tools.
- Monitor, test PC performance and provide PC performance statistics and reports. Asset management performed through Issue Trak.
- Assists with the design, development, implementation, and maintenance of custom system software, and/or the installation and maintenance of purchased systems software
- Conduct research on computer products in support of PC procurement and development efforts. Evaluate and recommend hardware products for purchase, comparing price points, features and submitting proposals for requisition.
- Write technical specifications for purchase of PCs, networking hardware and related products.
- Recommend, schedule, and perform PC, hardware and peripheral equipment improvements, upgrades, and repairs.
- Assist in developing long-term strategies and capacity planning for meeting future computer hardware needs.
- Maintain up-to-date knowledge of hardware and equipment contracts and supervise contract-based installations.
- When necessary, liaise with third-party support and PC equipment vendors like; HP, Dell DEXImaging, AT&T and Windstream.
- Aid in development of business continuity and disaster recovery plans, maintain current knowledge of plan executable, and respond to crises in accordance with business continuity and disaster recovery plans.
- Actively contribute to ongoing process improvement.

**UrTecPro Boca Raton, FL****4/16-8/21****Owner / Manager / IT Consultant**

Established in 2016 UrTecPro offers on-demand technology services and solutions for businesses and home users. We emphasize knowledgeable, personable service without the hassle of subscription plans or contracts to differentiate ourselves from other competitors.

- **Services:**
  - Smart Home, Computers, Network / Wi-Fi, Website Development, Audio / Video, Surveillance, Training, Smart Device, Printers, App Dev, Smart Office, Security, Online Lead Marketing, HD Digital Signage, Graphic Design, Cloud Services, Consultations, and Crypto Mining
- Hands-on, dedicated professional with over 3 years of experience managing and supervising a team of six IT professionals.
- Oversee budget planning for marketing and growth expenditures.
- Possess strong knowledge of web / software development design lifecycle.
- Experience in product development, solutions design and marketing strategies.
- Adept in building strong relationships with IT staff, clients, reseller partners and third party contractors.
- Consistently spearheading new initiatives for delivering and creating top notch customer experiences.
- Sourced, interviewed and hired technology professionals, while providing coaching and technical growth opportunities.

**American Eldercare Inc. / Humana Delray Beach, FL****9/13-3/16****Network Administrator / Tech Analyst**

American Eldercare holds the unique honor of being the only non-HMO and statewide provider in Florida. Humana Inc. is a Louisville, Kentucky-based for-profit American managed health care company that markets and administers health insurance in the United States. Humana has over 13 million customers in the U.S., reported 2013 revenue of US\$41.3 billion, and has over 52,000 employees.

- Managed and monitored Windows based servers and network devices through Nagios Core 3.2.3
- Provisioned Avaya IP phones for over 800 users through Avaya IP 500/406 distributed systems.
- Configured and deployed over 500 Windows Server 2008R2 thin clients for use in large scale Microsoft Terminal Server environment through VMware.
- Exchange 2007 and Active Directory planning and configuration of user account setup, permissions, mailboxes, groups, and other server administration tasks for over 900 users
- Hands on experience configuring firewalls, VPNs, router and switches on MPLS network.
- Skilled at issue resolution and risk mitigation.
- Provided Level 2/3 LAN, WAN, VOIP telecommunications, and systems integration support.
- Migrated voice and data network along with server environment to Humana data center
- Managed and decommissioned Dell Equallogic SAN network ensuring data security compliance.
- Successful data center migration from AEC to Humana LDC, both production and disaster recovery. The transition required the assessment, procurement, planning and execution of all data.

- Responsible for analyzing and providing file server share permissions data across network infrastructure, providing documentation on various projects including communications plans and best practices documents.
- Production move consisted of 180+ servers physical and virtual (Windows), Planet Press automation system migration, Decommissioning of legacy equipment, Miscellaneous hardware
- Disaster Recovery move consisted of, 100+ virtual servers (Windows), 2 Dell Equal Logic SANs, 40+ archive tape libraries

#### **EPCRS LLC Sunrise, FL**

**9/09- 8/15**

##### **Network Engineer I / Manager**

Technical Service Company which provided installation assistance and support for private home users and small business enterprises.

- Utilizing Cisco's life cycle model: Designed, implemented Class A/B/C private 10/100/1000Mbps LANs to client's specifications
- CAT5e cable runs
- Configured RIP / RIP2 routing protocols on 2500 series Cisco routers
- Static and dynamic route configuration
- Configured VLANs, enabled trunking, STP, and setup switchport security on 2900 series Cisco switches
- Wireless network SOHO / SBE setup and configuration assistance
- ISR brands serviced: Linksys, Netgear, D-Link, 2wire 802.11a/b/g/n BSS, ESS access point(s)
- Port forwarding
- NAT / PAT
- Security: WEP, WPA/2
- Firewall: Sonicwall configuration IDS, IPS policies VPN remote setup, IPsec
- Network analysis, management, security penetration testing
- Applied OSI model in troubleshooting analysis of server, workstations and associated systems.
- Evaluated system performance and implemented performance tuning
- Windows SBS / Enterprise Server 2012 - Ubuntu 12+, Red Hat 6.

#### **Emporos Systems Corporation Charlotte, NC**

**9/07- 3/10**

##### **Network Admin / POS analyst**

Emporos Systems Corp. is the leading provider of pharmacy point of sale (POS) solutions. Their Merchant soft system addresses the unique needs of pharmacies, enabling pharmacists to quickly verify prescriptions and current customer medications.

- Held multi-faceted responsibilities to provide network and system administration over network infrastructure and telecommunications systems that supported 40 staff personnel.
- Fulfilled administrative responsibilities including the addition and changes of desktops and email accounts.
- Configured VOIP telecommunication devices
- Private Class A subnet IP assignment of POS and Windows Server 2003 systems.

- Juniper SSG-5 IDS IPS firewall rules configuration
- Port forwarding administration.
- Created and exported config file for Juniper via console cable.
- Setup Class A static inside local and Class C inside global NAT addresses.
- Intronis online backup solutions administrator
- Heavy SQL Server 2000, SQL Server Express 05 database management and maintenance ODBC setup to accommodate Access 97 database.
- XML file modification for QHP items - gateway payment processing verification administration
- Administered services through Wireless 802.11g network BSS which was later expanded to ESS with addition of 802.11n access point.
- RAID 1 setup on POS servers for data redundancy.
- Managed relationships with hardware vendors when ordering POS equipment or Dell PowerEdge. series blade servers for app and dev team.
- Rack mounted / wired new equipment in data room.
- Onsite technical POS network installation and support.
- Educate and provide business owners onsite POS training.
- Managed and modified client's router settings onsite to accommodate new server and POS systems.
- VMware workstation provided virtual environment to test new deployment software.
- Recommended modifications to improve speed of operations and system security measures.
- Improved equipment control capabilities by developing a comprehensive inventory management program.
- Provide helpdesk software and hardware support for proprietary POS software and peripherals.

**Robert Half Technology Miami, FL**

**3/07- 7/07**

**Technical Recruiter / Account Executive**

- Source, screen, and shepherd technical candidates through a successful interviewing and candidate experience
- Design and implement creative candidate sourcing methodologies
- Strategize with hiring managers regarding new/replacement positions
- Manage the quality of candidate communication, negotiate salary offers and perform reference checks for candidates
- Educate and influence hiring managers on candidate skill sets, recruiting process, strategy and market conditions

**Burger King Corporation Miami, FL**

**3/06- 2/07**

**Jr. Admin / POS Analyst**

Burger King is the second largest fast food hamburger restaurant chain in the world, with over 11,000 Company-operated and franchised restaurants in over 70 different countries. The company generated \$2.5billion in revenue in 2009.

- Manage all network hardware and equipment, including routers, switches, hubs, and UPSs for over 800 restaurant locations across the eastern US
- Identified potential problems and areas for improvement relating to onsite network design
- Setup restaurant server / POS configuration, utilizing mirroring, ghosting, RAID 1 & 0 and resolving database issues using MS SQL query analyzer
- Assisted with the integration and configuration of Broad Band Satellite installation for restaurants Installed and configured various Cisco switch/hub types 2950, 1538 and 1918
- Remotely pushed new software through LanDesk Management software
- Managed the day to day technical support through Peregrine service management software and Terminal Services.
- Documented and implemented new Information Services related procedures.
- Provided level 3 technical services and support for all POS systems software and hardware.

**Magic Minds PC Miami, FL**

**9/05- 1/07**

**IT Consultant**

- Provided in-house laptop and desktop support

**National Tech Express Miami, FL**

**7/05-9/05**

**Network Admin / Tech Specialist / Sales Manager**

National Tech Express is an information technology company providing network support and services repair in the Miami area.

- Responsible for administering group policies and email servicing using Windows Active Directory and Microsoft Exchange 2000/2004 over a computing network using primarily Windows Server 2000/2003 architectures.
- Performed the general troubleshooting activities of LAN/WAN administration using different ICMP echo reply/request commands.
- Other responsibilities include Internet Protocol Telephony (IPT), SMTP, TCP/IP, WINS, DNS, VOIP, Broad band administration.
- Interfaced directly with customers and contribute to new business development initiatives in Information Technology.
- Demonstrated knowledge, pertaining to regulations and compliance of Sarbanes Oxley and HIPPA.
- Experienced implementation/software consultant with specific expertise configuring small peer-to-peer shared and wireless 802.11b networks.
- Configured various routers, firewall hardware and software such as McAfee Security Suite, Norton Anti-Virus Enterprise Edition ver. 10, Sonicwall, Netgear, Linksys routers and setup file and print sharing.
- Symantec Backup Exec for backup and disaster recovery.
- Interfaced directly with top-level executives, presented proposals, negotiated contracts and coordinated implementation and design.

**SBC SNET (AT&T) New Haven, CT****6/02-6/05****Data Comm. Specialist**

AT&T is the largest provider both of mobile telephony and of fixed telephony in the United States, and also provides broadband subscription television services. The company generated \$127.434 billion in revenue in 2012.

- Network data management and maintenance of data processing network services and equipment in a network control center.
- In addition to the planning and coordination of all network systems for a large department with geographically dispersed networks and variations in operating systems requiring communications coordination.
- Used applications: VPN, RAS, DSL, ISDN and POTS.
- Also programmed various IBM, TN3270 and AS400 mainframe sessions through Rhumba, View Now, Chameleon and Myattachmate Extra.
- Windows 2000 Active Directory was used to create new accounts, manage resources and services.
- Light database administration: Oracle, ODBC, SAP
- Thin client Citrix Metaframe, and Business Objects configuration and setup.

**United Technologies Corp. East Hartford, CT****10/01 - 6/02****Project Analyst**

United Technologies Corporation (UTC) is an American multinational conglomerate headquartered in Hartford, Connecticut. It researches, develops, and manufactures high-technology products in numerous areas, including, aircraft engines, helicopters, HVAC, fuel cells, elevators and escalators, fire and security, building systems, and industrial products, among others.

- Audited Windows 95 and NT workstations within LAN internetwork for W2K upgrade.
- Verifying applications compatibility with W2K through the use of proprietary software.
- This included the following programs: Scifinder 2000, Unigraphics 16 and SAP.
- Documented network printer paths and file extension (.pab, .pst) locations pertaining to Outlook 98 and 2000.
- Transposed data to Compaq refresh site.

**Pratt and Whitney East Hartford, CT****2/01 - 9/01****Project Planner**

- Pratt & Whitney is a U.S.-based aerospace manufacturer with global service operations. It is a subsidiary of United Technologies Corporation (UTC). Pratt & Whitney's aircraft engines are widely used in both civil aviation (especially airlines) and military aviation.
- Organized and implemented the relocation of networked devices throughout the plant.
- Made modifications for daily and project relocations attuning to each customer's request utilizing Remedy 4.02.
- Managed a team of technicians and controlled all change orders for all responsible projects.

**Pratt and Whitney East Hartford, CT**

**9/00 - 1/01**

**Network Technician**

- Upgraded Network infrastructure for distributed NT network with Cisco 5000 series switches.
- Rack mounted and configured via Telnet or direct console connection to Cisco switches to verify port status.
- Rewired data closets removing CAT3 and routed new CAT5 UTP cables.
- Patched fiber fed Cisco 10/100/1000Mbps speed switches in all data closets to Cat 5 panels.

**Kaman Aerospace Corporation Bloomfield, CT**

**8/99 - 9/00**

**Data Communications Technician**

Kaman Aerospace serves customers around the world producing high quality components and services. Kaman continues to solve the world's toughest engineering challenges that advance the aerospace, industrial and defense industries. Kaman Corp. booked record net sales of \$431.7million in the second quarter of 2013.

- Responsible for the installation, testing, troubleshooting and repair of data communication lines and equipment throughout network.
- Installed Cisco and Alcatel routers, switches, hubs and CAT5 wiring throughout various sections of the WINNT, Novell Netware, and UNIX, Solaris LAN / WAN environment.
- Assisted in running 1000Mbps fiber optics to increase data transfer rate speed of 10/100 network.
- Learned telephony and PBX systems
- Imaged new workstations with Symantec Ghost and deployed to employees.
- Served as helpdesk manager for clients using Remote Desktop.