

Shawn M. Piccozzi
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EDUCATION:

Wake Technical Community College
Raleigh, NC
Studied, Network Technology

August 26, 1998 - July 27, 2002

Wake Technical Community College
Graduate of Cisco Networking Academy Program

Raleigh, NC
January 07, 2002 - July 27, 2002

- Studying for the Cisco Certified Network Associate certification.
- Configured and supported multiple LAN and WAN environments in small businesses up to large corporations.

U.S Army Computer Science School
Certificate in Computer Operating Systems – Analyst

Fort Gordon, GA
May 17, 1999 – August 17, 1999

- Graduated number one in class number 016-99 with a 97.8 average.

COMPUTER EXPERIENCE:

MS DOS, MS 95/98, MS ME, MS 2000 for the Professional and Server, MS XP for the professional, MS Vista Professional, MS Windows 7 Professional, MS Windows 8.1, MS Windows 10, MS Server 2003 or later, UNIX, CISCO IOS 12.0 or later, Novell 3.12 or later, Blackberry Desktop Manager, I-Devices IOS 7 and up, Blackberry OS Version 5 and up, Active Directory, MS Office Suite, MS Office for Mac, ACT, Apple MAC OS 10.7 and later , Deploy Studio, Casper, Thursby Dave 4.0 and Higher, Adobe products, KMS, Right fax and Installing hardware and software

COMPUTER LANGUAGES:

CISCO IOS, AppleScript, PowerShell, Python

CERTIFICATIONS:

AWS Certified Cloud Practitioner	Date Acquired: 12/30/2022
Dell Desktop Certified	Date Acquired: 03/30/2010
Dell Laptop Certified	Date Acquired: 03/30/2010
Dell PowerConnect Certified	Date Acquired: 03/30/2010
CompTIA A+ 220-602, IT Technician Designation	Date Acquired: 03/21/2009
CompTIA A+ 220-601, Essentials	Date Acquired: 04/18/2009
Apple Certified Macintosh Technician - ACMT	Date Acquired: 06/16/2010

WORK EXPERIENCE:

IBM Resilient

Cambridge, MA
July 1, 2018 – Present

Software Integration Engineer

- Develop, test and deploy integration code for data and process flow between Resilient and other applications, including: incident and task management, data query and enrichment, reporting, and complex workflow routing.
- Support customers' in-house development projects, providing design and implementation assistance as required.
- Assist in proposal development and scoping and provide realistic time estimates.
- Be an evangelist for the Resilient Systems integration APIs. Develop elegant and readable proof-of-concept demonstrations, code samples, documentation and training materials.
- Provide training to customers, partners, and other team members.
- Manage several customer-facing projects concurrently.
- Qualify, prioritize, and close technical customer problems.
- Champion technical issues/features for customers, and work closely with the engineering team to deliver enhancements in the product and SDKs.

IBM Resilient***Pre-Sales Engineer*****Cambridge, MA****August 29, 2016 – June 30, 2018**

- Designing and maintaining Resilient lab environment.
- Technical resource and support for sales team and prospects throughout the entire sales process.
- Manage the Demonstration lab with all integrations, including upgrades and patches of systems
- Provide technical presentations of the Resilient Platform to prospective customers including but not limited to, CISOs, CIOs, Security and Network Analysts, Security Architects, and Forensic Analysts.
- Help with the technical questions including the submission of RFP, RFQ, RFI requiring proficient subject matter knowledge of industry best practices (Ex. NIST, US-CERT, and SANS), and cyber-security and it ecosystem technology to allow for collaborative usage.

N-of-One, Inc***System Administrator*****Lexington, MA****November 11, 2014 – August 26, 2016**

- Office365 Admin with PowerShell scripting for the corporate email system
- ESET remote administrator
- Network administrator of the Meraki systems
- System administrator for Comcast VoiceEdge system; verify call flow
- Creating and maintaining Mac OSX images
- Support special projects and enhancements
- Test, Manage and roll-out of MAC software
- To coordinate, manage, and audit Mac software distribution, settings management, Inventory discovery, software packaging, support automation, troubleshooting and resolving problems associated Mac systems
- Log tasks and tickets using Jira
- WebEx administrator
- Jira and Confluence administrator
- Code42 CrashPlan administrator
- Casper administrator
- SugarCRM administrator using the mail chimp module
- Maintain Virtual Machine servers for onsite includes Windows, Ubuntu and Apple
- Engage with end users as necessary to assist in advanced troubleshooting of complex issues

LPL Financial***Senior Analyst*****Boston, MA****January 20, 2014- November 10, 2014**

- Current lead administrator of the McAfee ePO 5.1
- Updated McAfee ePO server from 4.5 to 5.1, also configured an Agent Handler in a DMZ for outside clients to pull updates and software packages
- Updated the VSE clients from 8.7i to 8.8 through policies on the ePO server
- Installed and deployed McAfee Deep Command
- Installed and deployed McAfee Host Intrusion Protection
- Installed and deploy McAfee Application Control
- Automated the triggers of agent issues and responses
- Created/Maintain a MAC image with apple scripts from a detailed outline from the I.T. Security department for the corporate environment using deploy studio
- Technical Lead for MACs in the corporate environment
- Deployed 2 factor VPN using Symantec Gateway on the client side

LPL Financial***Senior Desktop Support Technician*****Boston, MA****December 19, 2011– January 20, 2014**

- Created a document how to use the Mac in the corporate environment for uses for wireless, MS Office, Mapped drives, VPN, Encryption software
- Moved data from old MAC server to a windows storage with daily backups
- Work closely with marketing groups to troubleshoot Mac issues
- Deploy and troubleshoot various issues with Blackberries, iPhones, iPads
- Provide support for several financial clients
- Support and update the VM servers for Haver and zephyr applications
- Assist with Physical servers to Virtual Machine Servers and Virtual Machine to Virtual Machine servers
- Onsite help for networking, telecom, AD and Storage issues within a Datacenter
- Deploy applications through the Microsoft SCCM
- Primary resource for a building move, this includes testing of the network, WIFI, Lan connectivity, network resources.
- Maintain the Video conference rooms in the Boston office

Harvard University- Faculty of Arts and Sciences

Cambridge, MA

Technical Service Engineer

September 23, 2009-December 16, 2011

- Provided advanced technical expertise and support (3rd tier) to Service Desk and support technicians
- Analyzes and resolves complex customer and technical problems involving multiple technologies and platforms in an enterprise environment
- Escalation point for complex technical and/or sensitive customer issues
- Advise faculty and staff on the selection, design, and configuration of non-standard applications and desktop configurations.
- Research and recommend equipment and application purchases for customer base.
- Explore, test, and implement new IT solutions and services as required, with the goal of standardization.
- Participate and advise in the definition of desktop and applications standards, images, processes, and policy governance to improve technical services
- Assess, QA, document, and train on desktop and applications solutions that can be applied across the enterprise (FAS).
- Type up the technical documentation in support and services knowledge base.
- Perform junior systems administration for core IT services as appropriate and required including user accounts, file/print, backup/restore, virtualization, storage, e-mail.
- Provide assistance with the migration from Unix email to Exchange 2007
- Provide assistance and support for security administration, mail, file servers and assisting users with backup and recovery.
- Periodic vendor management involvement
- Active Directory Migrations with my document redirects
- Print Server upgrades on client computers

Siemens IT Solutions

Boston, MA

Desk Side Technician II

May 14, 2007-September 19, 2009

- Additional details available upon request

IBM Global Services

Boston, MA

Queue Coordinator

August 1, 2006- May 13, 2007

- Additional details available upon request

LandVest, INC

Boston, MA

Desktop Support Technician

February 27, 2006- July 15, 2006

- Additional details available upon request

Partners Healthcare

Boston, MA

Desk side Technician

August 1, 2005- February 26, 2006

- Additional details available upon request

Personal Computer Technician

April 22, 2005- July 31, 2005

- Additional details available upon request

U.S. Army Reserve Center

Garner, NC

Senior Software Analyst (Sergeant/E-5)

September 11, 1998 – October 15, 2001

- Additional details available upon request