**James Garrigan**

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**Innovative and Multifaceted IT Infrastructure Engineer**

**Scripting | Directory Services | Messaging | E-Discovery | Archiving | Cyber Security | Documentation**

**Patch Management | Business Continuity Planning (BCP) | Disaster Recovery | High Availability**

**Connectivity Devices & Protocols | Network Communications**

**TECHNICAL SKILLS**

PowerShell | Hyper-V | Active Directory | DNS | Windows 2022/2019/2016/2012/2008/2003 R2 | Group Policy | VMware | Exchange 2007/2003 | Enterprise Vault Email / File System Archiving | Compliance Accelerator | Discovery Accelerator | Mobile Device Management (MDM) | Network Applications | TCP-IP | NetApp SAN

**WORK EXPERIENCE**

***Expert IT Specialist Contractor via Broad Crossing Inc.*** | 7/2021 - 7/2023

**New York City Department of Education**, Brooklyn, NY

Contract

Accomplishments:

* The contract job was renewed for two more years with a new job title via Broad Crossing Inc.
* I managed 40,000 lines of PowerShell code for the server integration tasks. Circa July 2019 550 lines of code existed.
* As new requirements for the integration process arose I updated the code and the QA process accordingly.
* I updated the code to function with Server 2022.
* I 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.
* Because I planned appropriately, when the entity changed its DNS settings, I only needed to update one text file for the script and one tab for the QA process in the Excel worksheet template file.
* I continued to increase the level of automation by reducing the amount of human input.
* I added encryption. The process became more secure. The operator does not need to enter two pairs of credentials.
* I developed code that proactively monitors and manages over 3,300 physical and virtual servers.
* The monitoring framework enabled the servers to automatically resolve faults for both Hyper-V replication and DHCP and some unresponsive operating system states.
* In addition, the framework ensured that Windows-based servers with more than 30 days of uptime are restarted outside of normal operating hours. Before implementing the code it was not unusual to find servers that had not been restarted for several years.
* I created multiple scripts to change the DNS IP address settings in the Hyper-V servers, virtual machines, and DHCP services.
* Via PowerShell, I generated reports which enabled management to proactively allocate larger blocks of IPv4 addresses to schools. I also created code that updates the configuration of the respective DHCP scope.
* I implemented and deployed code that creates a centralized nightly backup of the DHCP configuration from each school.
* I received requests from the SCCM team to create code to enable their processes to execute.
* On Fridays, I conducted online classes for interns and the server team.
* Within related internal correspondence, my name appeared in the list of recipients along with members of management.
* Key technical and educational staff members reached out to me instead of their in-house bureaucratic IT groups for assistance and timely decisions.

***Specialist / Classroom Connectivity - Server QA Deployment Engineer Contractor - IIT*** | 7/2019 - 7/2021

**New York City Department of Education**, Brooklyn, NY

Contract

Accomplishments:

* From the existing PowerShell scripts, originally 550 lines of code only for Server 2012R2, I developed a cohesive process using PowerShell which manages the configuration of the Hyper-V Host servers and multiple Windows and Linux virtual machines. Approximately 30,000 lines of code existed at the end of the first contract.
* I created new versions of the integration scripts for Windows Server 2016, Windows Server 2019, RHEL 7.7, RHEL 8.2, and CentOS 7.
* I reduced the integration's deployment time from hours to approximately 50 - 60 minutes. The VM’s are simultaneously created and configured.
* I created a quality assurance process to verify the configuration. I utilized Excel to create an integration checklist with a QA tab
* I significantly reduced the quantity of manual input for the integration. For the Linux VMs, I used plink.exe to automate tasks that were manually executed via the vi editor. I also used winscp.exe to automate copying files to the Linux VMs. For Server 2016 … I leveraged PowerShell Direct and for Server 2012R2 I developed an innovative solution.
* 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 key in the configuration.
* Within the integration script, I provided the operator with the ability to selectively execute blocks of code thus enabling the operator to recover from externally caused errors and rebuild individual VMs.
* I created a PowerShell script that locates and resolves Hyper-V replication problems.
* All blocks of code that execute changes are tested within an IT lab before being used in the production environment.
* I create and update documentation for the pre-integration tasks and the integration tasks. I share it with the related teams.
* I also execute live demonstrations for my colleagues.
* Daily tasks include receiving help desk tickets, executing the scope of work, and updating the tickets.

***Information Technology Contractor*** | 7/2019 - 7/2023

**New York City Department of Education**, Brooklyn, NY

Contract

Responsible for:

* Provide support for the Classroom Connectivity Project of school server integration including but not limited to delivery, installation, and break/fix activities. Candidate may have to travel to schools.
* 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 efforts 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.

**EDUCATION**

[Cisco Networking Academy](https://www.netacad.com/) - Cisco CCNA

[Compu21](http://www.compu21.com/) - Cisco CCNA | Microsoft Server 2016 MCSE

[Global Knowledge](https://www.globalknowledge.com/) - Citrix XenApp Training | Exchange 2013 Training - Core Solutions | Advanced Solutions

[Rutgers University](https://www.rutgers.edu/) New Brunswick, NJ - Electrical and Electronics Engineering

**CERTIFICATIONS**

Microsoft Certified System Engineer - Microsoft, License 2164299

**RECOMMENDATIONS**

***From a Director at [ ]:*** James is very knowledgeable with IT systems and would be an asset to any company.

Additional recommendations are at <https://www.garrigan.info/>

Recommendations are also embedded in my LinkedIn background image. <https://www.linkedin.com/in/jimgarrigan>

**Other**

**Videos of sample work products:** <https://www.youtube.com/playlist?list=PLgkRipPFmxPPvjxYbTR-iDrGWWwJMJg0y>

**Video Interview Requirement:** Dial-in telephone number for audio.

**Preferred Contact Method: Email** garriganjobsearch@outlook.com

**Personally owned equipment policy:**

I do not use personally owned equipment for job-related electronic communications. A few examples of prohibited use are apps, chat, email, text, and video. In other words, job-related data of any type is neither saved on nor does it pass through personally owned equipment.

I may use personally owned equipment for job-related work solely for voice calls via a cellular/landline phone and remote computer sessions via a virtual machine designated only for the job. Only screen images, keystrokes, and mouse actions flow between the remotely connected systems.