

Aaron Pilgrim
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E-portfolio: <https://apdigitaltech.com>

Summary of skills:

- Knowledgeable of desktop, laptop hardware, servers and printers.
- Knowledgeable of Windows 10, Windows Server 2016/2019 and VMWare ESXi, AWS and Azure.
- Knowledgeable of Linux (Ubuntu/Red Hat), LDAP, Samba, Apache and SQL databases such as Oracle and MySQL.
- Knowledgeable in Python, GIT, bash, PowerShell, HTML, CSS and PHP.
- 6+ years of PC repair/Client Support and System Administration.
12+ Years of working with and administrating Linux workstations, servers with 8 years of VPS cloud stack deployment experience.
- Knowledgeable of small/medium/enterprise networking.
- Excellent troubleshooting, problem solving and researching and documenting skills.

Work Experience:

System Administrator - Sioux City Brick / Glen-Gery (March 2019 – January 2020):

- Administrated of system, network and web resources.
- Administrator RHEL/Ubuntu Linux servers and Windows servers in an Active Directory domain.
- Applied group policies, managed users, computers and printers on the domain, network resources firewalls, switches, routers in a multi-site setting with VPN access.
- Wrote Python and PowerShell applications, scripts to automate tasks of managing resources and web resources.
- Wrote Documentation and kept documentation up-to-date on issues and procedures.
- Worked with and managed vendor projects for company network infrastructure.
- Advised end-users of security policies and procedures.

Web Publisher - Rain and Hail (October 2017 – March 2019):

- Published, updated, revised web content on company web sites (Drupal) and other tickets for Jira.
- Created, published and updated content for the company's mass email deployment system (PHPList), and automated most of these tasks using Python.
- Automated the task of pulling statistics on marketing emails (Python/CherryPY/MySQL/Oracle)
- Helped create, update web content templates.
- Developed automation processes of workflow tasks using Python, PowerShell, bash and SaltStack and using GIT.
- Worked in a mixed (Linux/Windows) on-prem private cloud environment.

IT Contractor – Robert Half/Nationwide (May 2017 – August 2017):

- Provided IT support for multiple clients during this time including Nationwide, DICE and Robert Half clients.
- Troubleshooting end-user issues relating to Microsoft Windows 7-10, Microsoft Office 2010-2013 and 2016.
- Troubleshooting hardware, laptops, desktops, servers, as well as printers, MFP, all-in-one fax/printers.
- Administering, deploying and maintaining patches, updates, upgrades of software/hardware in a large enterprise environment.
- Providing excellent customer service and desktside support to end users and internal/external staff.

Desk Side Service Engineer - Hewlett Packard Enterprise (December 2015 – December 2016):

- Provided 3rd level desk side support (DSS) for HPE client, Syngenta Inc.
- Provided regional IT support for Syngenta maintained sites in Iowa, Illinois and remote users according to the internal site management.
- Responded to and resolved client issues via the ticketing system Service NOW.
- Provided asset management of leased client hardware.
- Provided client hardware/software upgrades according to client requests.
- Installed/upgraded desktop/laptop hardware in accordance with client IS manager approval and global client roll-outs
- Managed users/computers in an Active Directory environment.
- Providing documentation to team on issues resolved by myself or others.

Education:

- Southern New Hampshire University, Expected graduate 2023, Bachelors of Science Degree (BS.ITE BS Information Systems).
- North Iowa Area Community College, Associates of Business Degree in Information Systems Technology.
- North Iowa Area Community College, Certificate in Web Content.