

Michael Riston

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Work Experience

Spang & Company

Network Engineer

January 2012 Present

Acted as primary support for all Windows Server (2003 2012 R2) instances in a global Active Directory environment consisting of eight locations. Provided network support and troubleshooting for connectivity between all locations. Served as primary implementer on all IT related upgrades/migrations while still providing escalation support for Desktop Support analysts.

End to end implementation of Microsoft System Center 2012, including Service Manager (SCSM), Operations Manager (SCOM), and Orchestrator (SCORCH). Continued maintenance and development of Configuration Manager deployment.

Repackaged and automated software installations to be served from SCCM's Application Catalog.

Managed and deployed Windows Updates via WSUS, managed through SCCM.

Virtualized a large amount of the physical server equipment onto a highly available VMware cluster, providing a lower total cost of ownership, higher efficiency, and higher redundancy throughout the environment.

Upgrade of ESXi 5.1 four host cluster to ESXi 5.5 and implementation of VMware Update Manager.

Installation and provisioning of LUNS of a Dell MD1220 expansion shelf to Dell MD3220 storage array.

Created internal Knowledge Base, housed in SCSM, which includes new documentation for the various systems in place.

Deployed Cireson Total Management Suite, providing customers a better experience whilst opening help requests and providing analysts a more complete toolset for quickly responding to service requests.

Upgraded Disaster Recovery system from Symantec BackupExec to Dell AppAssure, providing a more efficient backup and recovery system with a lower time per recovery.

Automation of daily tasks, using Windows PowerShell and System Center Orchestrator, allowing all team members to spend more time on tasks which provide a higher customer benefit.

Acted as a primary team member of an ERP system upgrade and migration for multiple instances. Responsible for provisioning hardware, deploying servers (Red Hat Enterprise Linux running Oracle 12c for Databases, Windows Server 2012 R2 for Front End), base installation of ERP software, and automation of common tasks for other IT Staff.

Facilitated yearly Microsoft Enterprise Agreement True Ups.

Served as analyst on escalated customer incidents. Subsequently coached other IT staff on the resolutions of these issues.

Technical Support Analyst

December 2010 January 2012

Served as the primary point of contact for all end user issues relating to computers and related devices. Diagnosed hardware failures and requisitioned replacement hardware. Supported client operating systems ranging from Windows NT to Windows 8.1 Update.

Deployment and configuration of Autodesk Vault environment for internal Drafting department.

End to end implementation of Microsoft System Center 2012 Configuration Manager (SCCM).

Streamlined and standardized new hardware builds using SCCM, provided fully automated computer builds and migrations to locations, regardless of physical location.

Automation of daily tasks, using Windows PowerShell and ORCH, which allowed all team members to devote time to tasks which provided a higher customer benefit.

Served as Tier 1 support for all end user issues regarding PCs, Cell Phones, IP Desk Phones, etc.

Sheetz

Shift Supervisor

January 2010 January 2011

Sales Associate

August 2009 January 2011

Directed a team of employees to maintain a high level of customer service, while still keeping the store very clean and properly maintained. Performed simulation Quality Assurance inspections on the store and generated task lists. Prioritized and delegated work items to team members. Communicated any issues with incoming management staff. Managed any employee to employee, or employee to customer complaints that arose.

CCS Machining

Machinist

August 2004 August 2008

Set up and operated HAAS CNC Mills and Lathes.

Ran manual lathes and mills for smaller jobs.

Performed troubleshooting of the G code at the CNC consoles to help eliminate unnecessary tool wear and adjust part dimensions to stay within tolerance.

Performed quality assurance of all parts before shipment to customers.

Certifications

Microsoft

Transcript: <http://1drv.ms/1ofanc5>

Certified Professional

Achieved 02/21/2014

Specialist: Server Virtualization with Windows Server Hyper V and System Center

Achieved 02/21/2014

Technology Specialist: Administering and Deploying System Center 2012 Configuration Manager

Achieved 04/16/2013

Education

Pennsylvania State University

Bachelor of Science in Information Science and Technology

GPA 2.99

Minor in Business