Aaron McMahan

SUMMARY

Experienced System Administrator/Programmer accustomed to working in a fast-paced environment managing several concurrent projects. Demonstrable strong communication skills working with diverse team members and end users to meet business technology goals. Excellent ability to focus on projects and consistently deliver on time despite organizational changes. Continue to learn new technology through education and diverse new projects.

SKILLS

- Windows & Linux Server Administration
- Software development using .NET Core and NodeJS
- Database administration and design
- Automation with CI/CD, PowerShell and shell scripts
- Cloud administration and implementation

PROFESSIONAL EXPERIENCE

System Administrator/Programmer   **July 2019 – Present**
University of California San Diego, San Diego, CA

- Worked on a team of 10 out of the San Diego Supercomputer Center (SDSC) to support over 3,000 lab workstations, cloud labs, and 100 physical and virtual servers.
- Windows 10, MacOS and CentOS maintenance on Apple, HP and Dell hardware
- Managed Windows workstations with system center configuration manager (SCCM), Apple workstations with JAMF Cloud, and CentOS workstations with Puppet.
- Built, modified and engineered Amazon Appstream and Amazon FSx environments allowing students and staff to access campus resources while working remotely. Supported cloud instances once they had been deployed to production.
- Created and Managed applications, packages and distribution groups in SCCM. Designed and implemented Windows image deployment using Windows Deployment Services (WDS) and SCCM.
- Created security and distribution groups and users in Active Directory. Maintained GPO's for various OU's in Active Directory
- Created and updated DNS records for internal servers and applications as well as public-facing websites
- Wrote automation scripts using shell scripting and PowerShell
- Primary contact for software distribution and Amazon Appstream instances for 3 labs.
- Gathered lab usage analytics to provide insight into how the funding should be allocated
- Collaborated with other teams to pilot the ELK stack monitoring our local Kubernetes cluster.
- Benchmarked vendor workstations and made purchasing recommendations.
- Updated production Ubuntu application servers to their latest LTS version.
- Renewed SSL certificates
- Provided full stack software development
  - Developed a serverless web application to help students find the right lab. Using Gatsby to generate a static site from REST API data allowed the site to scale without compromising performance.
  - Provided build-time caching using the file system and run-time caching using Redis.
  - Packaged applications using Docker
- Acted as a final escalation point to software deployment, scripting and configuration management issues.
- Mentored junior system administrators
- Managed a heavy ticket workload using JIRA and ServiceNow
- Documented critical processes for new team members reference

Database Administrator   **August 2014 – July 2019**

Panama-Buena Vista Union School District, Bakersfield, CA

- Worked on a team of 12 supporting over 15,000 workstations, 50 servers and 20,000 users at 30 schools
- Provided database administration
    - Supported, Maintained, secured, backed up, and optimized the districts 3 core databases (fiscal, student information system and application server).
    - Developed and implemented a backup strategy. Oversaw the backup the full, differential, and log backups. Automated the restores on a test server to verify they were valid.
    - Developed a disaster recovery plan for the districts production databases.
    - Implemented high-availability, load balancing and log shipping in Microsoft SQL Server 2019 to increase the database fault tolerance.
    - Migrated the fiscal database server to Windows Server 2019.
    - Developed ERD's for internal applications.
    - Extensive experience querying SQL Server 2007 through SQL Server 2019. I would frequently provide department heads with data to present to the board and making other impactful decisions.
    - Reported student attendance to the state, which determined how much funding the district received.
- Built, modified and maintained group and user accounts in Active Directory. Created and maintained GPO's associated with various school sites
- Created imaging solution for new user and server class computers
- Created and modified DNS records for internal servers and applications
- Automated vendors request for data.
    - Built a PowerShell script that would reach out to the student or fiscal database, run the desired query and save the output as CSVs. This would then upload these files to the vendor's SFTP server. Vendors would then use that data to setup the students to use their service
    - This automated student accounts and saved the district thousands of dollars in staff-hours.
- Maintained DHCP scopes across the school district
- Implemented and managed the district's G Suite instance. I worked on the committee to design the OU structure, policies and acted as the Chromebook subject matter expert.
- Replaced aging Windows 2003 DNS servers with Ubuntu Linux DNS servers seamlessly.
- Automated staff on boarding and off boarding with PowerShell
- Implemented and managed the district's JAMF instance which provisioned the district iPad deployment. Set up DEP, VPP, Apple School Manager, defined policies, documented processes and then trained IT staff and other key stakeholders.
- Purchased and deployed a wildcard SSL certificate across application servers
- Provided full stack software development
    - Developed a .NET Core API & Angular 2+ website to gather and display student analytics
    - Developed a .NET Core MVC application for parents to request special services for their student.
    - Developed a FAQ and department knowledge base using .NET Core. This made it easier for support staff to send documentation on tickets and allowed teachers to be more self-sufficient.
    - Built out a website for teachers to log their PE minutes using .NET 4
    - Developed a Ruby on Rails web application to gather and display student laptop statistics
    - Designed Microsoft SQL Server databases from scratch for each application
    - Setup an internal Gitlab server version control the code using Git and use their CI/CD solution to test and deploy builds to production.
- Managed over 6,000 Linux laptops using shell scripts and Puppet. I setup an internal apt repository to host packages and version controlled the Puppet manifests with Git.
- Desktop support for Windows 10, MacOS and Linux desktops and laptops
- Assigned, documented, and closed trouble tickets
- Trained and mentored other system administrators and application developers.
- Documented standard procedures for software/hardware installs and troubleshooting procedures

Technical Support Specialist   **March 2013 – August 2014**
Lightspeed Systems, Bakersfield, CA
- Worked on team of 20 supporting over 3,000 schools, troubleshooting firewalls, switches, content filters, proxy servers, content delivery networks (CDN), and email servers in all time zones.
- Trained customers on the Lightspeed Solution.
- Onboarded customers for the Mobile Device Manager (MDM) solution and trained them on the Apple managed deployment model for iPads and workstations.
- Acted as a final escalation point before documenting bugs and sending to QA.
- Deployed patches, operating system installations and backup chains for the content filter
- Developed complex shell scripts for the FreeBSD based content filter.
- Setup customer GPOs for user agent software deployment.
- Created an internal website to assist the support team with commonly used but complex shell commands.
- Managed a heavy ticket workload using Salesforce.
- Provided on-call support for after hours, international customers.

Backup and Disaster Recovery Technician   **July 2012 – February 2013**
Chartec, LLC, Bakersfield, CA
- Worked on team of 10 supporting hundreds of customers with their leased backup solution across 3 time zones.
- Maintained the backup chain for over 400 Windows backup servers.
- Assisted customers with restoring their backups on production hardware in the event of an emergency.
- Coordinated with sales engineers to match the hardware to the customer's needs.
- Managed a heavy ticket load using ConnectWise.

CERTIFICATIONS

Lean Six Sigma Yellow Belt (ICYB)
University of California San Diego. Fall 2019

CompTIA A+
CompTIA. Spring 2010

EDUCATION

Bachelor of Science in Information Technology, Emphasis: Information Security
University of Phoenix. Fall 2015

Associate of Science in Computer Science
Bakersfield College. Fall 2010