Kevin Fagan

Systems Administrator

bondkmf@gmail.com

1-813-486-8539

linkedin.com/in/kevin-fagan007/

Lutz, FL

EXPERIENCE

Software Support Specialist II

ConnectWise Jan 2023 - Present

- Analyzes, tests, and modifies partner and end user customer's computer systems based upon their unique design specifications and/or computing environment
- Contributes to Knowledgebase methodology, Knowledge Centered Services (KCS) by creating articles, coaching colleagues and/or reviewing existing articles for accuracy
- Engages in the application of system analysis of hardware or software for best practices per technical documentation, and provides solutions based on diagnosis of the problem
- VMWare Workstation Pro lab built out for troubleshooting and testing. Windows, Linux, Mac devices
- MySQL Database rebuilds and troubleshooting
- Azure Office 365 SSO Email Configuration for the Automate platform

DevOps Engineer

Speed of Light Media Jan 2022 - Aug 2022

- Implemented Smoke and Regression Tests, increasing bug detection by a significant amount
- Served as main technical point of contact for several clients, ensuring high satisfaction and low resolution times
- Joined as a Junior Systems Engineer. Advanced to head QA Engineer in less than 6 months

Senior Systems Administrator

Gulf Management Systems, Inc. Jan 2020 - Jun 2021

- In charge of company infrastructure and sole worker on level 1 PCI DSS Compliance Audit (Passed)
- Brought the organization to industry standards by revamping the network and other compliancy needs
- Executed my tasks and goals with tools such as Spicewerks, Alert Logic, OpManager and Event Log Analyzer

IT Consultant / CEO

Technovation IT LLC Mar 2020 - Present

- Performed multiple firewall and VPN upgrades for various clients
- Successfully accomplished meeting a clients need of converting Windows VM environment to a PHP LAMP stack
- Provide any/all support that a Client may need via phone, email and in person.

SKILLS

AWS
CICD
Python
Bash
QA Automation
Active Directory
Windows Environment
Linux Environment
Virtualization
IAM
Office 365
HIPPA Compliance
PCI Compliance
SQL
Metrics
Clustering
Migration
IaaS
SaaS

EDUCATION

IT Specialists Degree

Aparicio-Levy Technical College

Jan 2013

(A+, MECP, Security+, CCNA)

Application Support Analyst
Avalon Healthcare Solutions Feb 2019 - Feb 2020

- Monitored Information Technology applications, systems and hardware for abnormal processing conditions, utilizing monitoring tools and operating system logs. (Mainly AppDyanmics Tool)
- Researched and resolved issues and problems with software systems, operations processing and assigned processing environments following established procedures.
- Analyzed and implemented changes or additions to software systems and operations procedures as needed.
- Completed project assignments and special projects commensurate with job expectations (Splunk scripts, automated reports, etc.)
- Main IT Point of Contact for monthly SLA Reports - Sent out to entire company every month

Production Control Analyst
MedHOK Jan 2018 - Oct 2018

- Worked in Operations Sector (24/7/365) that used a Jira ticketing system to manage and troubleshoot UAT and PROD issues on over 137+ Linux Cloud Server
- In charge of overseeing UAT to Production rollouts via coordinated team effort
- Ensured ALL SOP's were up to date and standardized across the company
- Ensured HIPAA and any PHI were removed from internal and external communication

Systems Administrator
Tampa Bay Tech Solutions Aug 2017 - Oct 2017

- Supporting over 140+ Clients in the surrounding Tampa Bay Area
- Work daily with a plethora of platforms including both Windows and Linux
- Configured and managed Office 365 Enterprise
- Used PowerShell to script administrative tasks
- Used SQL to troubleshoot various issues with MSSQL database driven software

Systems Administrator
Excel Network LLC Jul 2015 - May 2017

- Charged with ensuring a stable network and successful vicidial cluster for outbound and inbound calling
- Responsible for asterisk server management
- Maintain IP Tables and port configurations for remote agents and Executive staff at home access

Network/Systems Administrator
Vantage Point Title Feb 2015 - Mar 2015

- Active Directory GPO Script manipulation for security
- Responsible for implementation of network scanning tool
- Mobile Device Management (MDM) research and implementation

Jr. Systems Administrator
AGR Group Inc. Dec 2012 - Aug 2014

- My main focus was maintaining local domain and network resource issues via an array of tools
- Managed network security via Group Policy Management
- Managed Active Directory Users and Groups for over 400 users
- Managed local data center with Windows 2008 and CentOS 6 servers
- Configured and managed SIP peering with dedicated and load balanced telephony service providers