


Shawn McGraw

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Summary

IT professional with a passion for learning. Looking for opportunities to transition into a Linux Systems Administrator/Dev Ops role.

Experience

IT Support Coordinator

US Foods

Apr 2012 - Present (8 years 2 months +)

Prioritize and provide tier 2 PC hardware and software support.

Support, install and configure various Microsoft Office suites such as Office 2003, 2007 and Office 365.

Deploy, install, configure and maintain end user equipment and software.

Maintain server, LAN/WAN equipment, mobile devices, and telecom.

Manage issuance and return of IT related assets and equipment.

Participated in, and implemented transition roll out of Windows 7 from Windows XP.

Created batch scripts to automate user data migration during OS and hardware upgrades.

Desktop Support Analyst

FirstEnergy

Jun 2011 - Apr 2012 (11 months)

Provide desktop software support with an emphasis on first call resolution.

Provided support for Lotus Notes with ClientSync, including configuration and troubleshooting.

Installed, and provided support for Windows 7, Vista and XP, including company-wide roll out of Windows 7, as well as merger transition from XP to Win 7, and Outlook to Lotus Notes.

Provided user training/consulting as well as troubleshooting of VPN connections.

Provided support for various collaborating technologies including Sametime and GoToMeeting.

Worked with and provided support for various types of software, such as: PC Anywhere, Citrix, Oracle, Rockwell Convergence, HP Service Manager, Quest, MS Office, and SAP.

CBRN NCO

Ohio Army National Guard

Dec 2004 - Dec 2010 (6 years 1 month)

Served as a battalion Communications Section Supervisor, as well as company Chemical Operations NCO.

Duties: Supervised soldiers in the battalion Communications section, responsible for vital computer, VoIP, and radio communications, while also responsible for Chemical Defense equipment and training.

Installed, configured, and provided support for Windows XP, and Vista.

Administered and provided support for a general use network and two highly secure networks for use with very sensitive information on Windows Server 2003, including the addition and deletion of users and permissions in Active Directory, including the use of Group Policy Objects.

Provided support resolving connectivity issues with Cisco routers and switches.

Implemented policies to ensure minimal down time for high value secure networks, servers, and workstations, while providing exceptional customer service.

Responsible for network and information redundancy as well as disaster recovery.

Administered and provided support for Microsoft SharePoint with over 100 active users.
Ensured software and operating system updates were completed on over 100 workstations.
Provided user support for various "off the shelf" software, such as MS Word, Excel, and Outlook, as well as proprietary military software.
Received several commendations/medals for job performance, expertise, and leadership while in a high-stress combat environment.



ABH3

US Navy

Jun 1997 - Jun 2000 (3 years 1 month)

Served as an Aircraft Handler on board the USS Harry S. Truman.

Duties: Responsible for properly securing and moving aircraft on the flight deck of the USS Truman.

Education



Central Texas College

None, A+, Network+

2009 - 2009

Completed two online courses while deployed to Iraq.



Odin Project

n/a, Web Development

2017 - 2018

Ongoing self education in web development and related technologies.



freeCodeCamp

Front End Development Certificate, Computer Software Engineering

2017 - 2018

Licenses & Certifications



Learning PowerShell 5 - LinkedIn



DevOps Foundations - LinkedIn



Learning Ansible - LinkedIn

Skills

Ansible • DevOps • Linux System Administration • System Administration • Troubleshooting • Software Installation • Technical Support • VPN • Telecommunications • Network Administration