

JOSEPH M. MARINACCIO

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EXPERIENCE

12/14-5/17 **Virtual IT** St. Louis, MO
Field Systems Engineer/Level 3 Support

- Identified, troubleshoot and resolved technical service requests, both On-site and remotely (client workstation, server software/hardware, and networking) for 60+ small to mid-sized business comprised of over 2000+ users
- Assessed, recommended, and implemented client & server software/hardware, network/security appliances, printers, surveillance/DVR, and PoS systems all within scope both time and budget
- Responsible for: Maintaining all client information pertaining to infrastructure support, Administering Office365 accounts via Partner Admin Center, Creation/Deployment of GPO's, DNS for 80+ hosted domains, Servers & Network appliances were on the latest security patches, and part of on-call rotation to resolve issues after hours

8/08-12/13 **CG Power Systems USA** Washington, MO
System Administrator/Level 2 Support

- Root cause analysis and resolution of Level 2 system/network/user related issues in Track-It, later migrated to Jira
- Documented 100+ how-to procedures within SharePoint for Level 1 helpdesk and 900+ end users
- Rolled out a custom reverse VNC remote support solution (UltraVNC/Packet Relay Server), for Canada, USA, S. America
- Created and maintained our BDR solution, performed system backups and recovery using Symantec Backup Exec
- Analyzed and resolved a history of network latency issues by implementing a public facing BIND9 caching DNS server
- Performed multiple AD domain migrations, SharePoint and MSSQL upgrades, all with zero downtime for the business

7/07-8/08 **Vatterott College** St. Louis, MO
Information Systems Instructor

- Instructed students on Windows/Web Form programming using C# 3.5, ASP. Net 3.5, and Visual Studio 2008
- Introduced XHTML, CSS, JavaScript/Ajax, including an introduction to PHP 5/MySQL web development
- Demonstrated client/server based networking scenarios with Server 2003/XP and CentOS/FC9

11/06-7/07 **OfficeTeam/NorthPole Ltd.** St. Louis, MO
Accounting/IT Support

- Created VBA(Excel) functions to aid in increasing the efficiency of reporting processes
- Performed configuration/troubleshooting on a 20+ client local area network
- Compiled reports for brand managers using SAP, Crystal Reports, and eEnterprise

6/06-8/06 **Enterprise Rent-A-Car** St. Louis, MO
ARMS® Support/Software Engineer Intern

- Analyzed, documented, and performed bug fixes in the ARMS® application (Java/RPG)
- Tracked incidents/bugs and documented corresponding solutions with ServiceCenter and ClearQuest

EDUCATION

5/05-8/08 **Vatterott College** St. Louis, MO
B. Sc., with honors, Computer Science & Information Systems (8/08)

- Inducted into the National Technical Honor Society (2/07), maintained a 3.9 G.P.A. (4.0 scale) w/ perfect attendance
- Instructed undergraduate classes(C#, LAN, XHTML) while completing B. Sc.

PROFICIENCIES

Operating Systems: MS Windows (Server 2000-12 & XP-10), OpenBSD(4-5.x), and GNU/Linux(CentOS 4/5, Debian 4.x)

Dev and Scripting: PHP, C#, ASP.Net, C/C++(basic), BASH, WSH, VBA, XHTML, CSS, and JavaScript

Development Environments: NetBeans 8.x, Visual Studio 20xx, Eclipse/PDT, and Dreamweaver

Database and Reporting: MySQL, MSSQL/SSRS/SSMS (2008-2012), WSS

Systems/Network Administration: AD, LDAP, GPO, DNS, DHCP, TFTP, FTP, SSH/SCP, DFS, Failover Clustering, SharePoint Migrations(2007-2010), WAN/DMZ/LAN/WIFI, Juniper(SmartPass, RingMaster), Jira, Autotask(PSA, AEM, Ticketing), VPN(SSTP, PPTP), IPsec, MPLS, Backup Exec(2010-2012), StorageCraft ShadowProtect(BDR), pfSense, SonicWall, Cisco, HP, OpenMesh, OpenWRT

PROFESSIONAL ASSOCIATIONS & CERTIFICATIONS

NTHS(www.nths.org) **Member ID# M0212319** (since 2007)

LinkedIn(www.linkedin.com/in/josephmarinaccio)