Geoffrey J. Schaller

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Work Experience

PCS Wireless – System Administrator   June 2021-Present
- Brought on board to remediate Tech Support process, personnel, and documentation
- Responsible for Help Desk for global company of 500+ employees
- Managed AD, Azure, M365, and linked accounts, as well as on-prem services
- Oversaw deployment of Help Desk Ticketing System & Device Management solutions

National Tree Company – System Engineer   July 2020 – May 2021
- Responsible for completion of Windows 10 Deployment
- Managed multiple Hardware, Software, and Licensing remediations
- Supported legacy In-House ERP system and Peak Season Sales Process

ACE IT Solutions (MSP) – System Engineer / Team Lead; Project Coordinator   September 2018 – July 2020
- Part of Leadership Team for Help Desk Staff, responsible for Process & Documentation
- Moved to Project Coordinator position, covering Office 365 & Azure migrations, and other projects
- Worked with Security systems such as MFA, multiple Anti-Phishing portals, and Anti-Virus software

Profulgent Technologies (MSP) – System Administrator II   June 2017 – June 2018
- Responsible for configuration, deployment, and management of Hyper-V systems, including the development of multi-client standards.
- Worked with ConnectWise, Automate (Labtech), and other industry standard tools

Archon One (MSP) – Lead IT Support Engineer   July 2016 – May 2017
- Assumed responsibility for legacy infrastructure maintenance and upgrades at main client
- Responsible for maintenance of multisite knowledge base and process wiki

FirstKey Holdings – Help Desk Associate   December 2015 – May 2016
- Served as Deskside and Remote support for users in NYC, Rye Brook, and Pasadena
- Created and managed Intranet & Documentation system for corporate wide use
- Assisted with migration from on premise Exchange to Office 365

Khronos, LLC – IT Support & System Administrator   December 2003 – November 2015
- Provided Executive level support for firm partners and VIPs
- Served in multiple support roles for international hedge fund
- Involved in inventory, server and network management, email and security administration, disaster recovery, and account creation and management.
- Created and managed the IT process documentation and training, including AV, Video Conferencing, and Remote Access.

Education

1994:   BA (Theater Arts), Cornell University; Ithaca, New York.
1990-1992:   4 Semesters Electrical Engineering: Cornell University, Ithaca, NY
Phi Kappa Tau Fraternity

Technical Skills

- General:
    - Executive level support for Partners, Managing Directors, and Doctors.

- Windows:
    - Expert knowledge of MS Office through Office 2019 / 365, including Word, Outlook, and Excel, as well as numerous other applications.
    - Expert knowledge of all Windows operating systems through Windows 10
    - Extensive experience with Windows-based servers & Active Directory
    - Knowledge of networked appliances including printers, scanners, room wizards, and biometric security and surveillance equipment.
    - Knowledge of clients and servers for remote access and support software including Citrix, Microsoft TSC (RDP), TeamViewer, Labtech, AnyDesk, Bomgar, and DameWare.
    - Experienced in ticketing systems, including Numara Footprints, ZenDesk, and ServiceDesk Plus.

- Apple Ecosystem:
    - macOS up to 13 (Ventura, Current version); including Parallels and VMware Fusion; iOS (iPhones and iPads)

- Hardware:
    - Thorough knowledge of all PC & Mac hardware, Blackberry, Android and iPhone / iPad devices.
    - Basic Laser Printer, Desk Jet, and Scanner hardware maintenance.

- Network:
    - Extensive experience with Windows (Active Directory), Exchange, VMware, TCP/IP, and physical and wireless networking.
    - Familiarity in Web Development, including HTML and CSS, and CMS systems (Joomla).
    - Familiarity with mySQL and PHP applications, and SharePoint.

- Cloud:
    - Experience with Office 365 (Hosted Email, SharePoint, OneDrive) and Google Business solutions
    - Administrative experience with ZenDesk
    - Familiarity with ConnectWise, Automate (Labtech), SolarWinds MSP, Manage Engine Desktop Central
    - Familiarity with Sophos, Webroot, MalwareBytes, and other security / anti-virus packages.

Enhanced resume available at: https://www.gjschaller.com