IAN GRIFFIN

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SYSTEMS ADMINISTRATOR | NETWORK ENGINEER

Accomplished IT professional with ten years comprehensive experience planning, designing, and implementing complex end-to-end computer networks. Expertise with networking concepts, TCP/IP protocol, and network security; skilled with firewall setup and administration, VPN, bandwidth management, and quality of service. Proven diagnostic abilities with attention to detail and ability to work effectively in a fast-paced environment. Demonstrated abilities to set strategic direction while obtaining superior results.

EXPANSIVE BUSINESS AND TECHNICAL SKILLS

Strategic Planning & Execution | Systems & Network Administration | Project Management | Quality Control
Network Security | Data Backups | Process Improvement | Internal & External Customer Service
Cross-Functional Collaboration | Complex Problem Diagnosis & Resolution | Cost Savings

Operating Systems: MacOS 10.6–11 | Windows XP–10 | Linux
Hardware: Cisco Meraki | Apple Hardware | PC Hardware Dell Servers | HP Servers | MS Exchange 365
Software: MS office 365 | Adobe CS | Active Directory | JAMF Pro 10 | Sophos Cloud | BetterCloud
Elastic Stack | Atlassian Apps | Dropbox | SCCM | WSUS

PROFESSIONAL EMPLOYMENT HISTORY

Veritone - Irvine, CA   **10/2021–Present**
Systems Administrator

Led IT Team in providing first-class support to a Global remote-first workforce. Redesigned Apple imaging process based on best practices. Built packages for Mac and Windows targets and configured remote deployment. Designed workflow for capturing and importing user data from M&A targets into Veritone infrastructure. Worked with internal and external auditors to provide documentation of compliance practices.

- Managed IT Team to ensure SLA compliance and ownership of outcomes.
    - ✓ Instituted daily standup meeting to ensure all team members are aware of daily goals, unresolved issues, and potential blockers.
    - ✓ Implemented weekly training sessions to get team members more familiar with CLI tools, writing documentation, and progressing on long-term projects collaboratively.
    - ✓ Attended weekly meetings with stakeholders to gather requirements for ongoing initiatives in other departments and relayed information back to the team to ensure we'd be able to meet their requirements satisfactorily.
    - ✓ Organized metrics dashboard in order to identify pain points for the team and across the company. Created SOPs, Jira Workflows and checklists, and end-user Wiki pages in order to reduce friction on common issues.
- Completely tore down and re-created JAMF instance.
    - ✓ Created Policies, Configuration Profiles, Smart and Static Groups, and Packages in order to get a dysfunctional instance into a state where most management tasks are automated.
    - ✓ Automated imaging tasks to reduce hands-on time with each computer from 60 minutes to 5 minutes of button up at the end.
    - ✓ Worked with InfoSec team to create policies and reports that allowed them to easily document security requirements for compliance audits.
- Worked with stakeholders at M&A targets to alleviate concerns about data security during M&A process. Designed workflows and wrote scripts to import M&A data info Veritone infrastructure.
- Provided documentation of IT systems and remediation steps to audit teams.

Professional experience continued

REX-Woodland Hills, CA   **2/2019–10/2021**
Systems Administrator

Designed and configured majority of IT infrastructure from the ground up for a 100% Cloud-native workforce. Implemented patch management and designed and implemented security and configuration policies for 500 users across eighteen states. Managed Meraki networking in three main office locations and three additional satellite locations. Built and managed workflows for employee lifecycle management in close collaboration with HR team.

- Designed new hardware onboarding for Macs and PCs from scratch.
    - ✓ Installed and configured auto-pkg and Munki to manage software installation and patch management.
    - ✓ Used terraform to create secure AWS resources making Munki repository available to all remote employees.
    - ✓ Designed and deployed custom Nudge packages to ensure all Mac hardware complied with minimum OS update policies.
    - ✓ Designed AzureAD, Microsoft Endpoint Manager, and Kaseya VSA workflows to authenticate, deploy, and manage small fleet of Windows laptops.
- Stood up Okta SSO
    - ✓ Created integrations for SaaS vendors including Google Workspaces, Namely HRIS, and Salesforce CRM.
    - ✓ Created Group Policies and workflows to automatically assign access to resources based on business unit.
    - ✓ Worked closely with engineering team to create integrations with in-house tools, replacing home-built authentication systems with robust SAML apps.
- Managed system policies on Macs with Meraki SM MDM and on PCs with Microsoft Endpoint Manager.
- Onboarded and trained over 200 employees to ensure success with macOS and SaaS services.

Fullscreen Media-Playa Vista, CA   **1/2016–12/2018**
Network Engineer

Designed, installed, and implemented LAN and WAN, configured and managed Cisco Meraki routers, firewalls, switches and WAP, diagnosed and resolved issues, and conducted daily maintenance and monitoring of the network infrastructure.

- Resolved daily outages and Wifi dead zones in an inherited, misconfigured network.
    - ✓ Conducted VLAN, RSTP/STP, and physical hardware configuration.
    - ✓ Completed Wifi coverage surveys and installed access points according to coverage maps.
    - ✓ Increased availability to >99.99% uptime by reconfiguring network according to best practices.
- Saved hours of weekly hands-on preparation time of computers and mobile devices for new hire onboarding due to minimally configured deployment and management services.
    - ✓ Implemented shell scripts, packages, and policies to automate imaging for Macs.
    - ✓ Installed and configured Windows Deployment Toolkit and network boot to increase Windows imaging efficiency.
    - ✓ Cut hands-on time for Mac deployment to less than 10 minutes and Windows time to a few minutes per machine.

- Realized over $300,000 in new Branding Group revenue by providing a secure production site for pre-release content per client requirements.
  - ✓ Worked with client auditors to conform to MPAA/TPN requirements.
  - ✓ Created secure networking sites, computer policies, and storage arrays to prevent unauthorized egress of client data.
- Strengthened network security against attacks in concert with Security Team.
- Worked with clients to ensure compliance with Security, DLP, and MPAA content protection standards.
- Reconfigured JAMF deployment to automate management, following best practices.

Frame Machine-Santa Monica, CA 1/2016–12/2016
Systems Administrator

Enabled employees with systems, applications and IT issues to execute their best work for valued clients. Collaborated with IT team on complex technical deployment projects.

- Decreased cloud storage costs by building studio storage with nightly rsync to archive media.
- Configured repository mirror over IPsec tunnel to ensure secure access to client Unreal Engine builds.
- Slashed time image artists spent imaging by installing MDT to workstations according to job function.
- Troubleshot all artist issues related to Windows, Adobe, Unreal, and Autodesk software.
- Cut studio cloud storage costs 30% after rebuilding storage as new FreeNAS array with daily rsync to cloud backup services.
- Fulfilled client request of a secure connection to their SVN server to allow nightly studio downloads of their nightly Unreal engine builds.
  - ✓ Created secure IPSec tunnels between sites; built and configured SVN server to allow studio artists to connect with client resources.
  - ✓ Retained client revenue by having the capability to handle this clients request.

RGH Entertainment-Woodland Hills, CA 1/2012–1/2016
Jr. Systems Administrator

Assisted Senior Systems Administrator with AD User, GPO, SCCM, and WSUS administration. Provided technical software, hardware, and network problem resolution to end users.

- Managed 450-node render farm, ensuring uptime of nodes to provide artists with the maximum amount of render power.
- Administered 250TB Isilon cluster ensuring data access to all lines of business.
- Directed a project to transfer 250 TB of show data to shareholders in Amman, Jordan.
  - ✓ Installed two 120-tape Spectra Logic tape libraries and Simpana Commvault backup software to ensure data integrity.
  - ✓ Freed ~50% of costly Isilon storage for new user projects while retaining the ability to call up old assets according to service level agreements (SLA).

EDUCATION

Monterey Peninsula College
Classes in CSIT and Anthropology