



 Vineyard, Utah

## EDUCATION

### **BS Business Administration - Information Technology Management**

Western Governor's University  
Estimated Graduation: 2021

## TECHNICAL SKILLS

- Network Configuration and Design
- Amazon Web Systems
- Scripting Python and PowerShell
- Project Planning
- Leadership
- SAN Management
- Server Administration
- Technical / Customer Support
- SQL Database
- Training
- Windows / Linux / Mac
- Website Development
- PHP / HTML
- Computer Hardware
- Google Apps Management

## CERTIFICATIONS

### **Veeam VMCE**

Veeam  
Currently working on

### **SysOPS and Solutions Architect**

Amazon AWS  
Currently working on

### **Microsoft Office Specialist**

Microsoft  
February 2018

### **VectaStar NMS Administrator**

Cambridge Broadband Networks  
August 2014

# Stephen Moss

## Network System Engineer

### ABOUT ME

I am a Utah native, and a technology enthusiast. Whether it is hiking or skiing, on the weekends you'll find me outdoors enjoying Utah's beautiful mountains. I also am a family man that enjoys spending time with my wife.

As an individual who is passionate, dedicated, and adaptable—I am seeking a position where I can support systems and people to reach their greatest potential. It is my personal belief that technology should empower passionate individuals to expand horizons.

### EXPERIENCE

#### **Senior Network Manager / Engineer**

##### **Integral IT Services**

*June 2016 - Present*

- Designed and implemented new networks.
- Manage Watchguard, Meraki, Cisco, Ubiquiti, and other Enterprise Equipment
- Manage clients SAN/Hyper-V Cluster at the Databank (C7) data center
- Engaged in advanced troubleshooting of hardware and networking issues.
- Produced a variety of network designs, budgets, and personnel schedules.
- Create and manage Google Suite
- Create and manage Amazon Web Systems
- Heading up Backup Management Program for clients (Veeam)
- Team Accountability Manager - Coordinated and provided leadership for team members for timely ticket management through skill sets and setting priorities.

#### **Datacenter Project Manager**

##### **Dell Inc.**

*November 2015 - June 2016*

- Managed large scale project involving over 30,000 servers.
- Worked with other data center teams to improve datacenter.
- Repaired failed hardware and sent back RMA's.
- Engaged in advanced troubleshooting of hardware issues and networking.
- Instituted ServiceNow Ticketing and project software.
- Worked with Linux OS's and Advanced Tools

#### **Network Engineer (Activations) Supervisor**

##### **Vivint Wireless**

*November 2014 - October 2015*

- Pioneered network development for a new internet service provider.
- Lead a new team in provisioning and configuration of network infrastructure.
- Analyzed potential issues before release to production.
- Built an achieving and collaborative team environment.
- Communicated with engineers, network deployment, provisioning, and network operations on a daily basis.
- Reported network deployment statuses.

#### **Network Operations Supervisor**

##### **Vivint Home Security**

*September 2014 - October 2015*

[Promoted to Network Engineer (Activations) Supervisor]

- Lead a team of eight people in training, network monitoring, and troubleshooting.
- Engaged individuals into reaching potential within a team environment.
- Analyzed network issues and communicated with site technicians to reach resolution.
- Setup new virtual servers in our VMWARE environment.
- Helped technicians in the field with configurations and wireless planning issues.
- Managed VMWARE server environment for Developers and Engineers

# Stephen Moss

## Network System Engineer

### EXPERIENCE (Continued)

#### **Network Operations Specialist**

##### **Vivint Home Security**

*April 2014 - September 2014*

[Promoted to Operations Supervisor]

- Monitored network systems to prevent problems and support system development. This was with Zabbix
- Incident response for network systems involving reporting, and follow-up.

#### **Customer Relations Tier I/Tier II Support**

##### **Vivint Home Security**

*April 2013 - April 2014*

[Promoted to Network Operations Specialist]

- Monitored the status of equipment within the wireless infrastructure
- Guided escalated supported for customers with both technical and billing concerns.
- Excelled quickly and promoted to specialized team-lead.
- Lead a team for special projects that that achieved department records.
- Communicated with many individuals to provide excellent customer service.
- Analyzed network issues and communicated with site technicians to reach resolution.

#### **Network Administrator**

##### **Provo School District**

*2004 -2008 and 2010 -2013*

[Two-year leave for LDS church mission]

- Managed three core systems at the District Offices. A portal for employees and a Elearning student portal. I also was in charge of the RADIUS server that provided authentication to devices and users.
- Ran a team that conducted a mass inventory audit at all schools
- Managed over 800 devices at Timpview High School.
- Troubleshoot issues on both Windows, Apple, and Linux computers
- Assisted teachers and staff with software and technology; give instruction on proper use and ways to increase productivity and usefulness in the classroom
- Managed the IT budget for purchasing equipment and software each year. This included research and management of installation.
- Deployed computer images and managed updates and software.
- Organized and prioritized tech requests.
- Implemented several polices and plans that built a flow of technology in the school district.
- Ran both CAT5, CAT6, and Fiber Optic cables through the building to update outdated cable that was first run in the school. This also includes installation of patch panels, cable management, and installation of network devices.