

SHAWN JOSEPH PARKER

Prairieville, LA 70769

(225) 939-1183

shawn@shawnjparker.com

EXPERIENCE:

Elder Outreach

June 2017 – Present

Baton Rouge, LA

Systems Administrator

- Provide end user support to 11 facilities throughout Louisiana and Arkansas
- Setup new user access
- Troubleshoot network and system issues
- Maintain over 500 end user devices
- Maintain company Intranet site and policy and procedure system
- Plan and implement technical projects
- Complete custom report and scripting requests
- Setup and image new hardware

Plantation Management Company

July 2010 – June 2017

Denham Springs, LA

Information Technology Manager

- Migrated facilities from outdated onsite phone systems to cloud based phone system and saved the company between \$500-\$1000 per facility per month
- Upgraded facilities to MPLS with AT&T to reduce latency, increase reliability and Quality of Service and save the company over \$1000 a month
- Provided top tier user support to 17 facilities all over Louisiana
- Oversaw external help desk support and data center company for the company's 2000 users
- Maintained over 1200 end user devices such as servers, computers, printers, scanners, mobile devices
- Built internal hardware inventory tracking system with PHP and MySQL
- Installed real-time monitoring system for company Internet connections
- Maintained company Intranet site and policy and procedure system with over 600 documents
- Maintain user access to web based applications
- Create PDF and web based forms
- Troubleshooted Cisco routers, switches and wireless access points
- Implemented technical projects such as redundant internet connections, disaster recovery, Managed Print Services with HP, timekeeping software transition, remote support infrastructure, and mobile device management system migration
- Managed relationships with vendors including multiple Internet Service Providers
- Planned, purchased, setup and imaged new hardware
- Managed company wireless account and associated devices with AT&T and saved the company \$2000 per month by switching from outdated individual data plans
- Create and manage interfaces and interoperability with outside vendor software
- Completed custom report requests and scripting requests which saves the company over \$500 each time by not having to use outside vendors
- Assisted legal department with HIPAA, Corporate Compliance and IT audit programs
- Managed Mobile Device Management and end user device encryption

Southeastern Louisiana University

June 2008 – June 2010

Hammond, LA

Network Availability Intern

- Setup new servers in data center
- Setup 3Com network switches
- Migrated faculty from onsite email system to Google Apps
- Showed new faculty how to use Novell

MIS Technology Group
Zachary, LA

July 2007 – August 2008

Computer Technician

- Provided customer support in person
- Completed trouble tickets from service desk system
- Troubleshoot server issues
- Setup new users with Novell access
- Installed, imaged and supported new end user desktop computers

Tim's Computers

April 2006 – March 2010

Baton Rouge, LA

Computer Technician

- Provided customer support on telephone, remotely, and in person
- Repaired desktops, laptops, and servers
- Provided help with sales
- Built, tested and imaged new computers and servers

EDUCATION:

Southeastern Louisiana University

- B.A., Computer Information Management
 - Cumulative GPA 3.94
 - Summa Cum Laude
- A.A.S., Industrial Technology Supervision

TECHNICAL SKILLS:

- Adobe Acrobat Pro
- Apple iOS and Android
- Apple Mac OS X
- Avaya, Polycom, and cloud based phone systems
- Cisco Routers, Switches and Wireless Access Points
- Kronos HR and Timekeeping
- Lansweeper Asset Management, Freshdesk Ticket Management, Basecamp Project Management
- Linux
- Microsoft Active Directory, Microsoft Exchange and Microsoft Group Policy
- Microsoft Office (Access, Excel, OneNote, Outlook, PowerPoint, Publisher, Project, Visio, Word)
- Microsoft SQL 2012, Microsoft SQL Server Management Studio
- MPLS, BGP, TCP/IP, DNS, DHCP, SIP, QoS, VoIP
- MySQL, PHP, SAP Crystal Reports, Microsoft Visual Studio
- Ruckus Wireless
- VMWare and Citrix
- Windows Embedded, Windows 7, Windows 8, Windows 10
- Windows Server 2008/2012, Microsoft Active Directory