JERRI LYNN REEVES

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As an information technology generalist, I'm here to help implement your business imperatives. If you have a problem, I'm here to solve it. I'm proficient in network administration, system administration, programming, and web development. I've mentored small, developing IT teams and enjoy investigating and figuring out the quirks of information systems.

PROFICIENCIES

- Skilled programmer/web developer: created numerous web applications/plugins/modules using PHP, JavaScript, SQL queries, and .asp: in/out board, technical glossary, lightning risk assessment, part cost calculator, maintenance request system, vacation request system, purchase order request, and a training repository. Have designed and implemented numerous websites using HTML, CSS, PHP, JavaScript, WordPress, & Drupal.
- Worked with numerous SaaS vendors to extract, transform, and load (ETL) data into their services. Developed complex scripts for ETL between multiple systems and/or analyzed metrics to ensure accurate. Primary languages used to extract data from antiquated hardware and software systems was Visual Basic, Microsoft SQL, and Wscript.
- Adept system administrator: 15+ years managing Windows Server Domains, servers, and workstations, experience with Linux administration for website and file services.
- Experienced network administrator: configured workstations, servers, and devices; experienced with DHCP and DNS, skillful at tracing down network communication issues, set-up firewall zones, VLNs, wireless access points, and VPNs.
- 9-years of experience in restaurant information technology systems for a 50 unit, 52-million-dollar operator. Managed restaurant and corporate software and hardware, networks, and servers with a team of three.
- PCI Certified Internal Security Assessor for a Level II Merchant

EXPERIENCE

- **IT Manager**, ALLTEC — 04.2018 – current
- **IT Supervisor**, Brumit Restaurant Group — 11.2009 – 03.2018
- **IT Manager/Graphic Designer**, Alltec Corporation — 02.2007 – 10.2009
- **Director of Information Technology**, Tessier Associates — 01.2005 – 02.2007
- **Office Manager/System Administrator**, Tessier Associates — 09.2000 – 12.2004

EDUCATION

- **BS Information Technology**, University of Phoenix — Expected 12.2020
  3.91/4.0 GPA | 79/120 credit hours completed
- **ASS Web Technologies**, Asheville Buncombe Technical College — Awarded 08.2009
  3.952/4.0 GPA
- **Networking Certificate**, Asheville Buncombe Technical College — Awarded 05.2005
  4.0/4.0GPA

TECHNOLOGIES

Web Development/Programming
Programming Languages: Java, JavaScript, jQuery, ActionScript, Visual Basic & .NET, PHP, C++, SQL, HTML, CSS, Ajax, DOS Batch, PowerShell, Bash, WScript, CScript
CMS/CRM: WordPress, Drupal, Textpattern, V-Tiger

Server Administration
Server OS: Windows Server 2000 to 2016; Linux: CentOS, Debian, Ubuntu, RedHat, Novell
File Services: FTP, sFTP, SMB, NFS, Synology, Pydio
Virtualization/Remote Desktop: Citrix XenCenter, Parallels, VMWare, VirtualBox, Docker, Microsoft RDP
Threat Management: Kali Linux, Webroot, AVG, Symantec Corporate Antivirus, Kaspersky, TrendMicro
User Management: Microsoft Active Directory, Azure Active Directory, Microsoft Group Policy Objects, LDAP
Email: Microsoft On-premise Exchange Server and Hosted Exchange, POP/SMTP, IMAP, MAPI
Database/Web: ODBC, PHP, MySQL, Microsoft SQL, and Apache
Back-up/Update: Synology, C2 Backup, Nakivo, Veritas Backup Exec, Code42, WSUS, LanDesk
System Admin: Syslog, Splunk, Papertrail, PowerShell, and Bash, Process Monitor, Process Explorer

Networking Administration
Firewalls/Switches: Juniper, SonicWall, Pfense, Cradlepoint, DD-WRT, Netgear, ZyXEL, Ubiquiti Unfi, HP ProCurve
Security Software: Snort, Tenable, SolarWinds, Wireshark, nMap, Metasploit
Wireless: Ubiquity Uni!, various 3G/4G, and other consumer products like Linksys
Networking Tools: Putty, tcpdump, telnet, netcat dig, nslookup, tracert/traceroute, ipcon!g/ifcon!g, netstat, arp, ping.
Services/Protocols: DNS, DHCP, IPv4, IPv6, VPN, IPSEC, L2TP, GRE

Workstation/User
User OS: Windows NT to 10 and Mac OS X to Catalina
Mobile Devices: iPhone, iPad, Andriod, Google Pixel, ChromeBook, Microsoft Surface
Productivity: Microsoft Office 2000 to 365, OpenOffice, G-Suite
CRM: ACT!, V-Tiger, Salesforce, Zoho
Accounting: QuickBooks Enterprise, Online, & Premier Pro; Sage 50, PeachTree Quantum, Southware, Zoho Books
Design: Adobe Creative Suite; InDesign, Illustrator, Photoshop, Flash

Working On Learning AWS & Azure cloud services