

## Justin Masse

### SUMMARY

Network Administrator with over nine years of firewall, managed switch, Windows and Linux server administration, virtualization, and programming experience in a fast paced manufacturing environment.

### SKILLS

- **Operating Systems:** Windows XP through present. Windows Server SBS 2003 through present. Linux, macOS, iOS, Android, and Windows phone knowledge.
- **Systems Knowledge:** Cisco/HP Procurve switches, Firewalls (SonicWALL and Juniper), Exchange 2007 and 365, Active Directory, DHCP, DNS, Group Policy, VMWare ESXi/vSphere, Hyper-V.
- **IT Software:** Help Desk (Spiceworks and Track-It! By BMC), Office Suites (2003-2016, 365), Clonezilla, ShadowProtect, Wireshark, SQL Server, MySQL, ManageEngine Desktop Central.
- **Network Related:** WAN/LAN/TCP & UDP/OSI. Cat5e/6 cable terminations, MPLS/VPN traffic, Telnet/SSH/Serial CLI, SD-WAN.
- **Programming:** PHP web scripting, HTML, CSS, Python, C++, C#, PowerShell, MSDOS, Unix, SQL, VBA (Excel Macros).

### EXPERIENCE

#### **Network Administrator, Alene Candles, LLC.**

Milford, NH (On-site & Remote) — Feb. 2011 to Present

A leader in the IT department ensuring network and systems uptime across six manufacturing plants. Conducts analysis and recommends adoption of new or enhanced approaches to deliver IT services. Delivers reports, metrics and documentation to all levels of management.

#### **Accomplishments**

- Reinforces processes and business flows for the IT department including technical documentation for end users on our knowledge base site. Maintain company SOPs and change control by managing GPO policies.
- Overhauled network security by implementing multiple layers of anti-virus (Sophos), email security and continuity (Mimecast), and anti-ransomware protection (Intercept-X).
- Implemented and integrated help desk system for 350 users, providing in-person, on call, and email support.
- Maintain and Install layer 2 and layer 3 hardware throughout remote sites including; managed switches (HP Procurve, Adtran, Cisco), firewall and port configurations (Silver-Peak), VOIP telecommunications (Allworx) and remote network storage backups (ShadowProtect/Synology).
- Collaborated with vendors to design and build two manufacturing plants and two warehouse sites complete with network infrastructure schematics and technical layouts.
- Utilized programming knowledge to develop autonomous scripts to control PC updates as well as a production metrics display array.
- Designed automated data communication to vendors using SFTP.
- Developed help desk monthly metric reports using SQL and PHP.
- Collaborated with vendors to build offsite data center with 100% redundant network stack including servers in N+1 failover configuration, High Availability failover firewalls (Juniper), High Availability failover managed switches (Cisco), and redundant WAN Optimization routers (Silver-Peak). Maintain a full mesh network between six sites with SD-WAN and VPN Tunnels. Managed all systems using monitoring tools (PRTG).
- Designed and maintains enterprise cloud based wireless network systems (Meraki) and access points. Implemented long range, point-to-point, wireless failover communication for fiber-optic between buildings.
- Implemented image based backup (Clonezilla) and autonomous software deployment server (ManageEngine) for rolling out new PC setups and software patches/installs.

## **Technical Support Specialist, 2U Inc.**

Landover, MD (Remote) — Oct. 2016 to Present

Responsible for supporting and ensuring a positive user experience in 2U programs by providing proactive, comprehensive, and 'White Glove' customer service.

### **Accomplishments**

- Perform root cause analysis and communicate findings to customers using CRM software (Salesforce).
- Provides live technical support through phone, chat, and email to professor/students during active class sessions..
- Collaborates with company departments and internal cross-functional teams to promptly resolve student and faculty issues.
- Master of Adobe Connect, Zoom Conferencing, and Learning Management System in order to proficiently provide technical assistance to faculty/students and troubleshoot with competence.
- Mitigate technical issues and deliver solutions with 2U's technical escalation team.
- Understand Student/Faculty Support procedures to communicate and improve processes (Tableau).

## **Technical Media Producer, FASTHockey Inc.**

Hudson, NH — Oct. 2006 to Dec. 2009

Responsible for producing and editing digital video content for junior to amateur level hockey games captured on location in collaboration with a Field Reporter. Collaborated with technical team to setup and breakdown equipment including network switches, professional cameras, and cabling.

### **Accomplishments**

- Manage and effectively use field production equipment and tools, including camera gear, microphones, video capture, storage, live streaming and transfer.
- Assembled, prepared and set up equipment prior to filming, which included tripods, monitors, lighting, cables, leads, network controllers, and headphones
- Collaborated with network engineers to design ad-hoc local networks in different arenas.
- Troubleshooted and resolved network issues in real time during live streaming. Designed backup power requirements for disaster failover.
- Assisted with website programming and live stream editing before, during and after the games.

## **EDUCATION**

### **Daniel Webster College, Game, Simulation, and Robotics**

Nashua, NH — Sep. 2007 to Jun. 2012

Developed a core set of skills in both programming languages and computer repair standards. Created projects in over 12 different programming languages. Learned the basics of project management and professional team building. Continued studies in advanced computer repair and program debugging as well as learning industry standard documentation skills.

## **CERTIFICATIONS**

### **CompTIA Network+**

CompTIA — AUG 2020

### **Fundamental/Advanced SQL Database Management**

Alene Candles LLC. — AUG 2015

### **Intermediate/Advanced Excel Training**

Alene Candles LLC. — NOV 2014

## **REFERENCES**

Available upon request.

