

# Nicholas Herner

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Senior Network Administrator with 9+ years of experience managing networks in various environments to eliminate security vulnerabilities and improve performance with a focus on cyber security.

Expert with managing IT infrastructure projects and keeping systems up to date with evolving technology improvements.

## Work Experience

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### Network Administrator

03/2019 to Present

Hastings Manufacturing

Hastings, MI

- Sole Administer for managing servers and equipment for 200+ user accounts - primarily under a Windows based environment.
- Implement and maintain servers, applications, firewalls, switches and vulnerabilities through all stages of deployment and usage.
- Oversee Hybrid Office 365 services, VMWare/Vsphere backup restore, iSeries IBM AS400 system communication, Cisco hardware and VoIP and Cellphone connections.
- Vendor management for annual equipment improvement needs and recommendations.
- Direct responsibilities with foreign subsidiary network architecture and improvement requirements overseas company.
- Cyber Security focused attention on vulnerability project deployment solutions.

### Help Desk Support II

6/2016 to 3/2019

i3 Business Solutions

Grand Rapids, MI

- Managed Service Provider - Help Desk Support Tech Level II position for assisting with various technical tasks, troubleshooting and deployment projects for over 150 clients.
- Continuum/ControlWise focused platforms for ticketing system and remote monitoring and management tools.
- Network Operations Center (NOC) tasks for backup/restore on all customer client sites and establishing incident response and remediation processes.
- Diagnosed, troubleshoot, and resolved hardware and software issues across all client site locations with broad technology solutions.
- Project team lead for overall direction of managed processes and procedures. Pre-sales engineer along with creating solutions for client business needs.
- Maintain and deploy On-premise and cloud system solutions including Office 365 migrations, VMWare vSphere/Hyper-V and Networking.

## **Skills**

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Network Administration

Microsoft Office 365 Services

Cloud Based Azure/EntraID

Technical Support

System Implementation

Network Defense and Countermeasures

Project Management

Team Management

## **Education**

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### **Davenport University**

Bachelor's

Network Security

Caledonia, MI

4/2010 to 06/2014