

Nicholas Herner

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SUMMARY

Senior Network Administrator with 11 years of experience providing technical support in large-scale enterprise environments and overseeing multi-site, high output manufacturing operations. Strong knowledge of Microsoft based environments. Results-driven and strategically minded information technology leader. Motivated IT professional and career driven for gaining ongoing experience while also maintaining, refining and enhancing company productivity.

EXPERIENCE

Network Administrator

Hastings Manufacturing

March 2019 – Present, Hastings, MI

- Sole Administer for managing servers and equipment for 300+ user accounts – primarily under a Windows based environment.
- Microsoft Entra hybrid Active Directory configuration support.
- Implement and maintain servers, applications, firewalls, switches and vulnerabilities through all stages of deployment and usage.
- Oversee all Office 365 services, VMWare/Vsphere backup restore functions, iSeries IBM AS400 system communication, Cisco hardware and VoIP/Cellphone connectivity.
- Maintain and transition of Payroll SQL database systems.
- Vendor management for annual equipment improvement needs and recommendations.
- Direct responsibilities with foreign subsidiary network architecture and improvement requirements for an overseas company.
- Research and development of new technology SaaS products.
- Cyber Security focused attention on vulnerability project deployment solutions.

Help Desk Support II

i3 Business Solutions

June 2014 – March 2019, 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 platform (RMM) for ticketing system with 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 (Storagecraft and Veeam focused).
- Diagnosed, troubleshot, 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.
- Deploy and maintain documentation software (ITGlue) for the organization.
- Maintain and deploy On-premise and cloud system solutions including Office 365 migrations, VMWare vSphere/Hyper-V and Networking.

EDUCATION

Bachelor's, Network Security

Davenport University • Caledonia, MI • 04/2010 to 06/2014

SKILLS

Windows Servers – 2003 to 2025

Active Directory, DNS, DHCP, Hyper-V, Print Server, Web Server IIS, WSUS, File Sharing

Microsoft Office 365 Services & Administration

Entra/Azure AD, Intune, Teams, Sharepoint, Onedrive, Powershell, Power Automate

IT Infrastructure Management

Firewall/Switch routing and policies – Cisco, HP, Dell, Watchguard, Forticlient

Backup and Disaster Recovery / High-Availability services

Veeam, StorageCraft, Acronis

Network Defense Strategies

IPS, Anti-virus/EDR, Web and DNS filtering – SolarWinds Security Events, SentinelOne/Webroot, OpenDNS & Conditional Access Ruling

Virtualization Technologies

VMware ESXi, Vsphere, Hyper-V, Citrix
