

Denver W. Shrock

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System Administrator

Systems Administration | Network Security | Cloud Technologies

Highly skilled IT professional with over 14 years of experience in systems administration, network security, and cloud technologies, recently available due to a company-wide layoff. Proven track record of managing IT infrastructures, leading successful projects, collaborating with cross-functional teams, and delivering exceptional user support across diverse industries. Adept at leveraging expertise in Active Directory, Azure, OKTA, and various virtualization platforms to optimize organizational efficiency and enhance cybersecurity posture.

WORK EXPERIENCE

Tennessee Student Assistance Corporation, TN (9/2024 - Present)

Application Administrator (Contractor) / Hybrid Remote

- **Application Management:** Collaborate with the development team to install, configure, and maintain enterprise applications, ensuring seamless integration and reliable performance across IT environments
- **Incident Response:** Respond promptly to technical incidents and service requests, leveraging collaborative solutions to expedite resolution and uphold a high standard of customer satisfaction.
- **Performance Monitoring:** Monitor application performance proactively, identifying anomalies and implementing best practices to maximize availability and prevent operational disruptions.
- **Software Updates:** Plan and execute software updates and upgrades, maintaining robust application security and continuous alignment with evolving technology standards.
- **Backup Management:** Worked with the management team to develop and maintain a comprehensive backup and recovery procedure for mission-critical applications, securing data integrity and enabling rapid restoration.
- **Documentation Development:** Author and maintain detailed documentation for application configurations, support procedures, and troubleshooting guidelines, enhancing team knowledge and training resources.
- **End-User Support:** Provide expert technical support for desktops, laptops, and peripheral devices, resolving hardware and software issues locally and remotely across multiple sites.
- **Application Development:** Design and create custom applications tailored to specific business needs to increase productivity by automating repetitive tasks and streamlining workflows significantly.

Valiant Integrated Systems, TN (09/2022 - 07/2024)

Systems Administrator / Hybrid Remote

- **Active Directory Administration:** Managed user accounts, groups, and permissions within Active Directory, ensuring secure access and compliance with organizational policies.
- **Ticket Resolution:** Achieved 98% SLA adherence in ticket resolution using SolarWinds, consistently exceeding customer satisfaction benchmarks
- **OKTA Administration:** Took charge of OKTA identity management platform, enhancing implementation of advanced SSO protocols and cutting-edge MFA solutions, leveraging OKTA's robust security features to strengthen organizational access controls and user authentication. This strategic management resulted in streamlined user access across all systems and a significant reduction in security incidents.
- **RSA Token Implementation:** Led the project to phase out outdated security tokens, successfully implementing RSA tokens to improve security protocols and user access.
- **Microsoft 365 Support:** Provided training and support for Microsoft 365 applications, including Office and Teams, enhancing user productivity and collaboration.
- **Documentation Development:** Authored critical documentation for RSA token implementation and Druva backup deployment, ensuring seamless knowledge transfer
- **Support Delivery:** Delivered timely and effective IT support to both local and remote users, troubleshooting hardware and software issues to minimize downtime.
- **Collaborative Project Planning:** Engaged with cross-functional teams to strategize and execute IT projects, ensuring alignment with organizational goals and timelines.

Avenu Insights, CA (08/2017 - 09/2022)

Windows Systems Administrator / Remote

- **ServiceNow Ticket Management:** Managed ServiceNow ticket resolution with 95% SLA compliance, ensuring swift issue resolution and user satisfaction.
- **Active Directory Management:** Administered Active Directory, including user provisioning, group policy management, and security audits to maintain a secure IT environment.
- **Virtual Desktop Support:** Optimized Citrix and Windows Virtual Desktop environments, enabling seamless remote access and peak performance.
- **Network Resource Administration:** Managed DHCP and DNS resources across multiple sites, ensuring reliable network connectivity and resource availability.
- **VMware Server Administration:** Created and maintained high-performance VMware servers, maximizing virtual machine efficiency.
- **VPN Configuration:** Implemented and maintained VPN infrastructure, fortifying network security for remote workforce.
- **Token Administration:** Orchestrated RSA and Agent X2 token administration, enhancing organizational security posture.
- **SCCM Management:** Optimized SCCM management for software deployment and patch management, ensuring 98% compliance and security

Fresenius Medical Care, Concord, CA (03/2015 - 08/2017)

Associate Systems Administrator

- **Cisco Switch Maintenance:** Performed regular maintenance and configuration of Cisco switches, ensuring optimal network performance and reliability.
- **Core Software Management:** Acted as the primary point of contact for core software maintenance and upgrades, coordinating with vendors for timely updates and support.
- **IT System Monitoring:** Monitored and maintained IT systems, including servers, email, network infrastructure, backups, and security measures, to ensure operational continuity.
- **End-User Support:** Responded to end-user inquiries regarding access to IT systems, providing timely assistance and fostering a positive user experience.
- **SCCM Server Updates:** Performed regular server updates using SCCM, ensuring systems were up-to-date with the latest security patches and software versions.
- **Inventory Management:** Maintained detailed logs and spreadsheets of IT resources, security configurations, and compliance with regulatory requirements, ensuring accurate tracking and reporting.
- **Training Material Development:** Developed training materials and user manuals for frequently used software and hardware, enhancing user understanding and efficiency.
- **Compliance Assurance:** Ensured compliance with IT policies and regulatory requirements such as HIPAA and Sarbanes-Oxley, contributing to the organization's overall risk management strategy.

EDUCATION

Westwood College, Denver, CO

- Associate of Applied Science in Computer Network Engineering 06/2003 - 12/2004
- Bachelor of Science in Information Systems Security 12/2004 - 05/2006

PROFESSIONAL SKILLS

- Systems Administration: Active Directory, Azure AD, Microsoft Teams, Entra ID, SCCM
- Ticketing Systems: ServiceNow, SolarWinds
- Virtualization: VMware, Citrix, Windows Virtual Desktop (WVD)
- Network Administration: DHCP, DNS, VPN, Cisco switches
- Security: OKTA, RSA tokens, IT policy compliance
- Cloud Platforms: Microsoft 365, Azure
- Project Management: IT project planning and execution
- Customer Support: Local and remote user assistance

Certifications

- CompTIA A+ Certified Technician
- Network+ Trained