**JAMES GRANT**

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**System Database Administrator**

Highly skilled IT systems and infrastructure specialist with over 8 years of hands-on experience supporting complex enterprise environments across commercial and defense sectors. Adept at building, configuring, and maintaining systems—from SAP HANA and SQL databases to cloud backup, disaster recovery, and endpoint security. Known for delivering technical results in fast-paced, high-uptime environments. Comfortable operating across the full stack of infrastructure, from server builds and patching to EDI integration and system migrations.

**Technical Skills**

**Operating Systems:** Windows (desktop and server), Linux (SUSE SLE), macOS

**Software and Tools:** SAP HANA, VEEAM, Acronis, OTAVA, CrowdStrike, Kaseya, RingCentral, Nextiva, SolarWinds, Concur, Peachtree, Sage, Bartender, Microsoft Office Suite, True Commerce

**Languages and Frameworks:** SQL, C#, JavaScript, Python, React

**IT Areas:** Backup & Disaster Recovery, Server & Network Administration, Remote Management Tools, VOIP/NVR, Endpoint Security & Patching, SAP & EDI System integration

**PROFESSIONAL EXPERIENCE**

**Redbarn Pet Products | Long Beach, CA 2023– present**

**Senior System Database administrator**

As the primary System Administrator for Redbarn’s corporate infrastructure, I manage the end-to-end operations of both Windows and Linux Environments across multiple business entities. My role includes maintaining SAP system integrations, overseeing database and server performance, and coordinating disaster recovery initiatives. I interface with C-level executives to provide technical guidance and ensure secure, compliant systems. My responsibilities also include proactive cybersecurity patching and mitigation, backup strategy testing and implementation, and optimizing cloud-based solutions to support company growth.

* Spearheaded a full-scale data migration from on-premises servers to cloud – hosted applications, reducing infrastructure complexity and enhancing data availability.
* Integrated Otava Cloud Backup solution, improving RPO/RTO and ensuring regulatory-compliant offsite data protection.
* Administered patch managements workflows and protocols based on penetration testing, CrowdStrike, Acronis alerts, and endpoint threat intelligence.
* Complete all patching for Cybersecurity Threats based on multiple Report Sources including monthly Pen-Testing. Endpoint Security, and Acronis Security Software.
* Delivered Executive Level Support for high-priority issues ensuring minimal business impact.

**Army National Guard |Long Beach, CA 2017 – Present**

**Senior System Administrator**

As a Senior System Administrator in the Army National guard, I oversee a 5 soldier IT team responsible for maintaining operational networks and field communications in classified environments, overseeing field deployments, set up secure networks and service, and troubleshoot IT and communications infrastructure in dynamic an austere environment.

* Configured and maintained a network in a field environment to ensure communication between all elements; installed email services, performed help desk operations, and problem resolution.
* Led configuration and maintenance of field network systems, including VOIP, Exchange, and secure domain services.
* Set up and maintain routers, VLANs, and network devices to ensure resilient communications for command elements.
* Directed cabling, helpdesk, and network teams to maintain continuous operational support for logistics and command systems.

**Inner City law Center | Los Angeles, CA 2022– 2023**

**System Administrator (contract)**

Served as transitional System Administrator. I acted as the liaison between outgoing and incoming IT teams while stabilizing internal operations. I was responsible for supporting 50-100 users, modernizing IT documentation, resolving infrastructure inefficiencies and improving service desk performance.

* Reduced helpdesk ticket backlog from 115 open tickets to fewer than 10 within six months
* Restored six non-operational conference rooms to full functionality, enabling mission-critical legal proceedings.
* Updated a three-year outdated IT inventory system, achieving full asset tracking and reporting compliance within six months.
* Completed full updated inventory as it was out of date by 3 years.
* Created detailed internal and end-user documentation to streamline onboarding, offboarding, troubleshooting, and software integration for the incoming team.

**Strategic Data Systems | Point Loma, CA 2020– 2022**

**Computer System Analyst**

Supported classified and unclassified IT systems for research and development operations. administered VPN environments Secret token authentication, user accounts, and cloud infrastructure including AWS, My duties included system troubleshooting secure account validation and management, and documentation development for new technical processes.

* Managed onboarding/offboarding processes, ensuring proper controls for classified and unclassified accounts
* Supported VPN, AWS, and secure token systems, maintaining high availability and security compliance.
* Provided technical support to executives and scientists, resolving system and network issues quickly.

**Full Swing Golf | Point Loma, CA 2019 – 2020**

**Technical Support Specialist**

Served as Tier 3 escalation point for complex technical issues and high-profile clients, supporting advanced diagnostics and resolution across proprietary golf simulators and custom gaming PCs. Delivered direct support for VIP and problem accounts, ensuring rapid resolution and system reliability.

* Resolved escalated issues involving hardware failures, sensor calibration, and network configurations.
* Replaced and repaired system components including GPUs, motherboards, and embedded sensors.
* Supported software rollouts and OS upgrades, identifying bugs and collaborating with developers to implement fixes.
* Maintained detailed case logs, contributed to internal documentation, and provided white-glove support for high-priority customers.

**JAMES GRANT**

**EDUCATION | CERTIFICATIONS**

Bachelor of Science in Software Development and Security | University of Maryland Global

Full Stack Coding Certification Program | Sabio |

Security +

ITIL 4

***Specialized Military Training:***

Network Fundamentals | U.S. Army Signal School | 2018

Client Operating Systems | U.S. Army Signal School | 2018

Routing and Switching Fundamentals | U.S. Army Signal School | 2018

**TECHNICAL COMPETENCIES**

**Systems & Infrastructure:**

* Windows Server Administration, Linux (Ubuntu/SLES), Mac OS
* Cloud Platforms: Amazon Web Services (AWS), Microsoft Azure
* Disaster Recovery and Backup Solutions: Veeam, Acronis, Otava Cloud Backup

**Networking & Security:**

* VPN Configuration, Token Authentication, Endpoint Protection (CrowdStrike), Vulnerability Management
* VLAN Configuration, Router/Switch Management, VOIP/NVR Systems

**Enterprise Software:**

* SAP HANA Administration, Sage, Peachtree, Concur, WMS (Warehouse Management Systems)
* SolarWinds Monitoring, Bartender Label Software

**Programming & Databases:**

* Languages: SQL, C#, Python
* Frameworks: React
* Database Administration: SQL Server, User-Defined Tables, Backend API Integrations

**Remote Monitoring & Management (RMM):**

* Kaseya, SolarWinds, CrowdStrike, Acronis

**Communications Tools:**

* Nextiva, RingCentral