

JOHNATHAN D. HASTY

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INFORMATION TECHNOLOGY DIRECTOR

- **Accomplished Information Technology Director** providing expertise in team leadership, customer service, technical support, training, troubleshooting, business development, IT strategy development, technical guidance, infrastructure engineering, and escalation resolution.
- **Promote core value of innovation within the company**, providing guidance to redefine IT network infrastructure and encourage teamwork as a key to cross-functional productivity and operational excellence.
- **Identify, develop, and implement** value-added technology solutions for technology infrastructure and database management in both the office and in the field.
- **Drive IT improvements**, enhancing organizational capabilities by developing and implementing goals that are best aligned with corporate vision, and lead project efforts across channels while sharing priorities and status with stakeholders.
- **Maintain outstanding relationships with vendors**, partnering within defined budget, managing disaster recovery programs, and speaking **Basic Spanish**.
- **Implement new IT systems & policies**, meeting audio & visual needs, and consistently striving to improve technological capabilities.

"Johnathan is a highly-skilled, adaptable, and hard-working IT professional. He is a reliable System Engineer capable of handling complex tasks and executing them through to completion. He consistently takes on responsibilities and projects requiring commitment to self-training. Johnathan proves on every challenge to overcome any obstacle and achieve the necessary goals. I highly recommend him for any organization looking for an IT professional with high growth and management potential."

--Michael M., Manager, BIC Graphic

AREAS OF EXPERTISE

Operations • Project Management • Relationship Building • Business Development • IT Strategies • Communication
Technical Guidance • Team Leadership & Training • Customer Service • NOC/Datacenter/Cloud Environments • Technical Support
Strategic Vision • Troubleshooting • Implementation • Systems Engineering • User Assistance • Conflict Resolution

PROFESSIONAL WORK HISTORY

BIC Graphic – North America

2018 to Present

IT SYSTEMS ENGINEER – UNIX, INFRASTRUCTURE, & NETWORK TEAM (2019 to Present)

Transitioned to UNIX operations after 6 months of beginning work as Systems Administrator for Infrastructure Engineering.

Regularly refresh of production, testing, & development environments.

- Regularly refresh of testing & development environments from production.
- Implemented PDQ Link to automate and configure client connection for enhanced user support.
- Created HAProxy to support company's future implementation plans.
- Established Proof of Concept (POC) to lead team's use of StreamSets Data Collector.
- Gained proficiency across a variety of IT software, hardware, systems, & infrastructure, assisting company to strengthen daily functions. IT examples featured SQUID Proxy for multiple locations with redundancy, Broadcom Threatpulse, Oracle Suites, Databases, & Virtual Machines, such as OVM, OVS, OEM, EBS, & ASCP.
- Managed Docker infrastructure and troubleshoot issues. Deployed code written daily by developers to test before product deployment to production. Resolved networking errors with DMZ.
- Guided application deployment for Docker, Kubernetes, Foreman, Synology, & PureStorage.
- Successfully upgraded F5 software on all instances without previous knowledge regarding the implementation of F5, maintaining supportive environment to resolve all issues for systems using this software.
- Managed OneLogin, CUPS (a LINUX print server), Symantec for LINUX, & CentOS LVM.
- In response to COVID, BIC Graphic downsized, resulting in shifted responsibility for Avaya products. Reviewed and reconfigured key components of Avaya environment, solving operational issues that would eventually lead to downtime.
- Single handedly built out and managed entire Remote Desktop Server (RDS) environment with remote gateway, allowing internal users & global contractors to securely connect and continue working remotely. Collaborated with cross-functional team to quickly set up ~200 laptops purchased from multiple sources, allowing internal users quick accessibility.
- Continued supporting remote environment for internal users & external contractors distributed domestically and across several foreign countries.

- Served as sole person in charge of migration efforts to lead company's backup solution from Veritas NetBackup, an internally hosted system, to Clumio, cloud hosted system.
- Redefined MD120 process to deploy new docker containers with regular updates.
- Assisted with internal user migration to ServiceNow, SalesForce, & SIP.

SYSTEMS ADMINISTRATOR - INFRASTRUCTURE (2018 to 2019)

As Subject Matter Expert (SME), managed Windows transition of call & desktop recording program to Calabrio. Served as single Zoom SME for all hardware technology rooms. Handled all in-person & telecommuting presentations by remotely troubleshooting and supporting C-level team, town halls for users existing in multiple locations. Effectively remedied SQL Database problems, improving performance of WhatsUpGold, TASKE, & CTSuite. Managed VMware across multiple locations and solving server OS problems.

- Produced critical internal processes to support company by fixing poorly functional MS access databases that no other employee took the initiative to learn the skillset to maintain.
- Primed company to transition old browser to FireFox, a necessary requirement to switch our primary browser to FireFox. Developed test group to launch FireFox, pending upper management approval.
- Resolved issues related to e-mail throttling & ThinkAutomation to facilitate enhanced systems performance.
- Efficiently solved replication problems related to Legacy & PeopleSoft AD.

"Mr. Hasty performed full spectrum technology services for our clients. His workload included emergency response, network architecture and implementation, system troubleshooting and maintenance, deprecated system and software replacements and upgrades, custom software testing, development, and general help desk support. He will be an extremely efficient and cost-effective addition to any team."

--Jeremy S., President, Samko Technologies, Inc.

WOW! Business Services, Tampa, FL

2014 to 2018

DATA CENTER ANALYST II / SYSTEMS ENGINEER (2017 to 2018)

Continued to perform all tasks within the Data Center Analyst I position for the national cable company, who owned and operated two datacenters while integrating and merging with an additional team. Engaged in additional accountability to mentor and train junior staff. Served as the key point of escalation & SME for technical requirements to support the team.

- Provided coaching & advisory services to 7 team members, ensuring comprehension of training topics and expectations.
- Ensured smooth operations without technical disruptions, working through 70% team turnover at the office in 2017 followed by another major loss of staff in January 2018. Ensured operational efficiency with minimal staff & coverage while facing major changes during a merger with a non-datacenter team existing within *WOW!*
- Supported internal & external client environments during the direct hit of Hurricane Irma, working remotely to direct facility members in optimal methods of proceeding with customer requests.
- Completed migration project to move multi-tenant server racks to another data center.

DATA CENTER ANALYST I / SYSTEMS ENGINEER (2014 to 2017)

Accepted the position to gain experience in the corporate datacenter environment, quickly becoming SME for third shift tasks, providing relief to day staff in handing off elevated issues, and training team members after only four months on the job. Planned, led and executed systems migrations and upgrades within maintenance windows for enterprise customers, shared colocation, applications for internal users & external customers.

- Oversaw initiatives of 4 indirect reports, providing advisory and mentoring to task completion.
- Transferred to the day shift and was quickly regarded as a senior staff member & main point of escalation for the entire office.
- Migrated and consolidated outdated systems, including proper configuration and hardening for heightened security, followed by a slow phase out and decommissioning of legacy systems, and implementing Dell OpenManage Essentials to monitor internal and client systems across multiple networks & VLANs.
- Troubleshot advanced internal and client hardware & software. Served as main contact for advanced systems questions and escalations, delivering internal Windows AD management and updating patch approval & deployment.

Hasty LLC (hastyllc.com), Clearwater, FL

2007 to Present

TECHNOLOGIST / PRESIDENT

Built the company as a college student while maintaining a full class load, delivering full-service IT support in the areas of IT managed services, ISP support, LAN/WAN networking, hardware & software support, troubleshooting & installation, web development & hosting, live web videos with voice streaming, high-end systems servers & gaming rigs design, secured customer-facing equipment using SSL, and advanced configurations with hardening.

- Managed average of 10 to 15 companies on a regular basis in all types of industries.
- Performed development, troubleshooting, & testing of custom-developed software for #1 pediatric research unit in the country, located in Chicago, Illinois.

“John provided computer support and technological assistance to my office for three years. During this time, he provided computer technical support, networking, data backups, virus removal, server maintenance and installing/updating software packages. I found him to be knowledgeable, efficient and easy to work with, and I would recommend him to any organization looking to upgrade and enhance their computer and technology needs.”

--Bonnie P., DDS

EARLY CAREER:

Full Service Technology Consultant, Samko Technologies, Inc., Troy, MI

Team Lead (Contractor), DisplayMax, Inc., Howell, MI

Seasonal Crew Lead, Mason Enterprises, Houghton Lake, MI

EDUCATION AND PROFESSIONAL DEVELOPMENT

BACHELOR OF SCIENCE – COMPUTER INFORMATION SYSTEMS (Minor: Business / Near Minor: Economics) (Dean’s List Inductee)

University of Michigan, Flint, MI

Certification – CompTIA+, Network+ & Security+ (In Progress)

Member – UM Flint Business Club & Entrepreneurs’ Society (Project Manager / Web Developer)

Capstone Project – System Design & Implementation – Developing & Reporting on Web-Based CMS

Security / Technical Advisor – INIT6 Modern Channel Warring Project

University of Michigan Alumni Association

TECHNOLOGY

Expert Level: Microsoft Windows 95 - 10, Server 2000 - 2019, multiple Linux/Unix distributions, Mobile OS

Programs/Systems/Support: Users/Computers, Sites/Services, Forests/Trusts, Replication, GPO Management, DNS, DHCP, IIS, Microsoft Office versions 1995-2019, MS Dynamics; Exchange Server 2007-2019, SQL/MySQL Server, WSUS, Dell OpenManage Essentials, Failover Clustering, DFS, OMSA, SEPM, Hyper-V/VMWare, FreePBX/Asterisk, PFSense, Adobe Creative Cloud. Visual Studio 2005-2012 in C#, MVC, asp.net, & VB.net;

Familiarity & Past Use: C/C++ (Linux/Win), COBOL, CSS, PHP, & XHTML 1.x Strict