

Taylor Graham

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Career Objectives

- Microsoft/Linux server administration
- IT management for a large company, planning large scale projects with a team

Goals:

- MCSE Server (This year)
- Cisco CCNA
- LPIC-1

Education

(IN PROGRESS) | MCSA SERVER CERTIFIED | ETA: 6 MONTHS

- Currently studying for my MCSA certification
 - With additional focus in powershell (I love scripting!)

CECIL COLLEGE

- Relevant coursework:
 - Server 2008 R2 – Network+ - Security +

Projects and Achievements

These and other projects are documented in more detail (with images) in my Spiceworks profile at <http://community.spiceworks.com/people/tmgraham>

DOCUMENTATION

- When I started at my current position, I was left with almost no documentation to work with. The little I had needed to be verified and expanded. As I dug around, solved problems, and learned things, I wrote down as much as I could.
- I later cleaned up my notes and added them to a Wiki, hosted on our VPS. The documentation is well organized, easily navigated, up to date, and is backed up with versioned cloud backups (along with the rest of our sites).
- Since having the network rewired for our new SIP phone system, I've documented every patch cable in the place with pretty intricate diagrams. You can read more about the rewire and phone system [here](#).

BACKUP

- The backup solution in place wasn't working when I began. I built a comprehensive backup plan that includes versioned, offsite, and fault tolerant backups. I used FreeNAS a lot for this, which I learned to love. Everything is automated, so backups complete daily without effort. I've tested my routine a number of times with success.

UPGRADES

- Most of the machines here were running Windows XP, and the server was on 2003 R2. Most of the desktops were old P4's, and the server was almost 10 years old. I've upgraded every machine to Windows 7, and replaced the server with a newer HP Proliant G5 on Server 2008 R2, which I ended up having to configure from scratch. The old machine had a number of problems that, without documentation, would have been difficult fix & upgrade. I successfully migrated our ERP software (MAS90) as well, which took some research. Everything was tested before hand, and I performed the upgrade over a weekend with no downtime! I also installed everything in a rack, which cleaned things up quite a bit. I've since upgraded the rack to a nice wall mount unit, and all of our network/phone wiring is terminated there.
- Domain controller upgrades:
 - Upgraded from Server 2003 → 2008 R2 (rebuilt domain, new hardware) → Moved to SSDs → Migrated to 2012 R2 in a VM (testing)

SECURITY SYSTEM OVERHAUL

- I installed & wired a number of cameras to connect to a new DVR to give management remote view capability. I also installed keystone plates, and built a custom DVR/TV wall mount in order to clean up the DVR installation that was previously a nest of wires.

Skills & Strengths

- Scripting, Windows Server 2003-2012 R2, Linux (some), Customer Service
- Staying cool under pressure, keeping a mind on solving the problem. I'd say this is one of my strongest areas. When I don't know an answer, I find that I'm always able to figure it out. My current position has given me a great deal of confidence and invaluable experience in this department.

Experience

IT MANAGER | POPULAR GREETINGS | OCTOBER 2013 - PRESENT

- I manage both businesses ZenCart websites, the Google ads that go with them, our Windows Server installation and ERP solution, as well as handling some graphic design/catalog design. I also provide desktop, phone (SIP), and network support.

SERVER/DRIVER | NINOS | JANUARY 2012 - OCTOBER 2013

- For the first 6 months I was at Nino's, I was a delivery driver, but eventually moved into serving.
 - Both positions definitely helped to teach me to stay calm while keeping a customer service attitude going. I'd say it was a pretty great pre-IT position in that respect.
 - My favorite part of customer service was always taking a customer that wasn't expecting much, and blowing their mind with good service. Now that I'm in IT, it feels pretty great to calm down a frustrated user, fix their problem, and maybe even make them enjoy their experience with technology a bit more.