CHRISTOPHER G. PIKE

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TECHNICAL SKILLS

Programming: PowerShell, .NET Framework, AppleScript, Bash, Python, JavaScript, Java, HTML, CSS

Hardware: Support & Installation of Enterprise Hardware (Cisco \ Dell \ HP \ Meraki \ Juniper)

Applications: Mimecast, Veeam, Backup Exec, Dynamics CRM, Azure (Active Directory, Conditional Access, Storage, Virtual Machines, Infrastructure), Office 365 (Exchange Online \ Power Platform), Meraki MDM, SQL Server, DUO, Backblaze, SharePoint Online, Hyper-V, VMware ESXI, Endpoint Management, Intune, Windows Autopilot, SIEM, XDR, Vulnerability Management

Projects:

Application Security: *– Sr. Security & Automation Engineer – Adrenaline, LLC*

- Implemented the Rapid7 AppSec platform to conduct routine DAST and SAST scans, analyzing development code preemptively before deployment to production to identify and address security issues proactively.
- Managed ongoing risk and vulnerabilities, coordinating closely with the development team to prioritize and implement resolutions with minimal impact on business operations and client services.

Intune: *– Sr. Security & Automation Engineer – Adrenaline, LLC*

- Led the design and implementation of Microsoft Intune and Endpoint Manager across all Windows endpoints and mobile devices, resulting in enhanced security measures and streamlined compliance adherence.
- Configured and implemented Microsoft Entra and Autopilot to significantly reduce helpdesk time for machine setup, resulting in a significant reduction in support tickets, minimizing new hire onboard commitments and ensuring seamless compliance with company security policies.

SOC 2 Compliancy: *– Sr. Security & Automation Engineer – Adrenaline, LLC*

- Led the development and implementation of Information Systems Policies to ensure successful SOC 2 results.
- Oversee the gathering of evidence for technical controls, demonstrating adherence to security policies.
- Collaborated with the Executive Team to enforce policy adherence across the organization.
- Provided support to external auditors during audit periods, facilitating smooth and successful audits.

Atlassian Jira: *– Sr. Security & Automation Engineer – Adrenaline, LLC*

- Led the development and implementation of Atlassian Jira Software to streamline support processes for both external client services teams and internal technology departments, resulting in wider adoption of communication and improvement in all technical departments.
- Continuously maintain and manage all Atlassian Jira projects to ensure optimal performance and support team collaboration.

Privileged Access Management: *– Sr. Security & Automation Engineer – Adrenaline Agency, LLC*
Thycotic Secret Server

- Integrated and migrated existing password management tools to Delinea Secret Server, enhancing centralized control and security.
- Implemented Principle of Least Privilege (PoLP) within technology departments to strengthen access controls and minimize potential security risks.
- Enforced password expiration and rotation policies to bolster security posture and mitigate the risk of unauthorized access.
- Implemented automation pipelines to regularly rotate passwords in key systems, minimizing security exposure and enhancing overall protection.

Vulnerability & XDR Management: *– Sr. Security & Automation Engineer – Adrenaline Agency, LLC*
Rapid7 IDR & Rapid 7 IVM
- Integrated and deployed Rapid7 InsightVM to conduct comprehensive vulnerability scans across all assets.
- Implemented Rapid7 IDR for proactive incident detection and response capabilities.
- Managed remediation projects across corporate and client-facing infrastructure, ensuring timely resolution of identified vulnerabilities.

SharePoint Online: *– Sr. Security & Automation Engineer – Adrenaline, LLC*
- Led the design and implementation of SharePoint Online sites and templates, optimizing data storage and deliverables for client-facing roles while removing the need for an on-premises file server.
- Implemented automation to enable Account Managers to submit requests for new client account sites, reducing SharePoint site deployment time from 45 minutes to just 12 minutes.
- This initiative significantly enhanced operational efficiency and minimized time to deliver, resulting in improved client satisfaction.

Data Analytics Dashboard for Client Services   *– DevOps Engineer– Adrenaline Agency, LLC*
PowerBI, Python, Azure Web Services
- Integrated PowerBI Data Gateway to allow for internal analytics teams to pubslish reports for Clients to have real-time access to system health. Allowing internal teams to sync data live, without relying on outdated spreadsheets to be emailed between clients.
- Designed custom Azure Python Web App to present dynamic report to internal team and external Clients

Client Request Automation   *– DevOps Engineer– Adrenaline Agency, LLC*
Power Automate, Sharepoint Online
- Designed and implemented an automation workflow to allow clients an easy process to request changes to their Digital Media playlists across multiple branches.
- Automation including:
  - Requests from external agencies to directly to client, through company provided System
  - Approvals\denials\edits to those requests from the Clients approval team.
- Implementation of those requests to internal service team

HR Job Tracking, Automation and Onboarding   *– DevOps Engineer– Adrenaline Agency, LLC*
PowerShell, Microsoft Power Platform
- Designed and implemented a portal for Approval of new Job positions, allowing for various decision points from key staff across the business.
- Allows HR \ Recruitment to keep everyone updated on progress
- Allows HR to notify key departments (Finance \ IT \ Marketing) of new hires
- Automate IT task from hardware Procurement, Software License assignment

- Automate user account creation & security group assignment

HR Organization Change & Offboarding – *DevOps Engineer– Adrenaline Agency, LLC*
PowerShell, Microsoft Power Platform
HR Benefits Open Enrollment \ New Hire Enrollments – *DevOps Engineer– Adrenaline Agency, LLC*
SharePoint Online \ Microsoft Power Platform, Cognito Forms

WORK HISTORY

Adrenaline, LLC Portsmouth, New Hampshire   November 2021 – Present
www.AdrenalineX.com

Senior Security & Automation Engineer
- Senior Technical resource for all escalation tickets
- Management of System Administration Team
- Project Management Role for Internal Corporate Projects
- Single Sign On (SSO) deployment for any available applications\services
- Intune and JAMF deployment for windows & macOS management
- Implementation & Management of Atlassian Service and Software Projects
- Gitlab Premium Migration & Deployment
- Development of Security Policies
- Development of Disaster Recovery Policies
- Assisted executive staff in leading the company through a SOC 2 Audit
- Implement and maintain strong patching program
- Implementation and operation of Vulnerability Management system
    - Including Periodic scans on all assets
    - Including management of projects to remediate any vulnerability found
- Schedule and perform periodic penetration tests
- Perform periodic application vulnerability scans
- Implementation and ensuring adherence to system hardening standards
- Investigate, mitigate, and report security incidents
- Maintain awareness of and response to emerging security threats
- Maintain Privileged Access Management (PAM) solution.
- Monitor and maintain physical access systems
- Application development for internal business needs
- Web development for internal business needs
- Automation process development
- Implementation and Management of DLP
- Implementation and Management of Data Encryption
- Implement and Maintenance of Mobile Device Management
- Implement and Maintenance of Security program for Workstations, Email, Server and Web Assets
- Implementation and management of Staff Security Training program
- Hardening all Servers, including Centos 7/8,Rocky, RHEL, Ubuntu & Windows servers
- Coverage of all System Administration duties for Internal Corporate Infrastructure and Client Service Infrastructure, including but not limited to:
    - Management of Azure Infrastructure (Building new subnets, VMs, load balancers, Azure FS)
    - Management of AWS Infrastructure
    - Management of 3rd Party Hosting Providers (Digital Ocean, Rackspace, Cloudsouth)
    - Migration of Resources from 3rd Party Providers to Azure

- o   Management of On-Premise Infrastructure (Cisco, Meraki, Dell)
- o   Maintaining Server backups, between multiple geographical office locations.
- Coverage of all Helpdesk technical escalations

Adrenaline, LLC Portsmouth, New Hampshire   November 2019 – November 2021

www.AdrenalineAgency.com

DevOps Engineer
- Maintaining and upgrading Windows & Linux Server and Applications.
- Manage virtual servers in both VMware and azure environments
- Configure and deploy new servers
- Manage internal DNS, DHCP, Active Directory, Deployment and Update services
- Management of corporate data shares.
- Maintain regular server backups
- Management of business archives and data retention
- Designing and Implementing Disaster Recovery Processes
- Diagnose and repair hardware issues
- Implement and maintain secure network access rules and protocols
- Troubleshoot wired and wireless networks of both cisco catalyst and Meraki platforms
- Monitor manage and maintain cloud services.
- Ensure on time update delivery to desktop infrastructure
- Management of cloud VOIP system
- Manage and maintain imaging systems
- Provide point of escalation (tier iii) for support issues
- Assist in and/or plan for infrastructure development.
- Develop, maintain, and improve internal applications
- Automation of process delivery, infrastructure reporting and data analytics
- Development of Policies and Tutorials for Information Technology Policies

Adrenaline, Portsmouth, New Hampshire   June 2018 – November 2019

Network & Systems Engineer
- Administration and management of Information Systems in a mixed Windows & Apple Environment
- Management of Network and Server Infrastructure
- Facilitated a corporate split between parent company and Adrenaline.
    - Migrating Active Directory accounts to a new Directory
    - Migrating Email between Office Tenants
    - Migrating Mimecast tenants
    - Migrating VOIP services
    - Deploying replacement services for AV \ MDM
    - Migrating client apps from legacy developer to the new infrastructure

Neoscope, Portsmouth, New Hampshire   June 2018 – August 2018

Systems & Network Engineer
Working with clients to develop, and implement a multi-year technology plan
- Deploying new infrastructure to replace and\or augment existing, while accommodating technology plan
- Working closely with the CISO to ensure clients are following security practices and within their regulations
- Monitoring Server, Network, and Desktop infrastructure to ensure uptime for clients.
- Working with Cisco ASA & Switch equipment
- Configuration and deployment of DATO appliances
- Configuration and deployment of SonicWall Firewall and appliances
- Maintaining and deploying Mimecast email solutions
- Support and deploy of enterprise anti-virus
- Support and Maintenance of Enterprise backup solutions

NewGround International, Chesterfield, Missouri   May 2016 – June 2018

Helpdesk II (Security)
- Administration and management of Information Systems in a mixed Windows & Apple environment
- Installing, configuring, and maintaining server and network infrastructure
- Support end users on Apple, Windows, Linux operating systems
- Support existing Cisco VOIP systems
- Monitor Server\Network\PC health across worldwide locations
- Provide early morning and after hours support for remote offices in multiple time-zones
- Design and Implement Disaster Recovery procedures
- Design and Implement security policies
- Lead the company through security audits
- Implementation & Management of Windows Deployment Services
- Provide tier 2 helpdesk support
- Implement PowerShell reports and automation
- Supporting Software Development team needs

Information Technology Consultant – Network Administrator assigned to Somersworth School District

- Managed Aruba wireless infrastructure K-12 School District
- Management, Updates and Deployments of Virtual Infrastructure
- Provided QOS to ensure Standardized testing was not impacted by day to day network use
- Managed and maintained server and infrastructure backups
- Management of Windows Update Service Server
- Deployment of plugins and other software through Group Policy and SCCM
- Maintenance and implementation of Firewall security policies
- SCCM 2012 Management and Deployment
- Managed all Domain Controller Upgrades and Policy Implementation
- VOIP Maintenance
- Provided Tier 2 escalation point for helpdesk

Pittsburgh Networks, Manchester NH   July 2012 – July 2013

Information Technology Consultant - Systems Engineer
- Designed and installed customers Physical and logical networks.
- Deployed building wide Wireless network infrastructure
- Migrated customers from legacy Physical servers to virtual
- Managed and Installed Virtual Hypervisors
- Managed Disaster Recovery with ESXI
- Network Management: Router, Switches, Firewalls, Servers, Appliances
- Logically segmented customer networks with to provide QOS for Video and Voice applications
- Server Management: Windows Server 2003, 2008, 2008 R2, SBS 2003, SBS 2008, Server 2012
- Email Support: Exchange 2003, Exchange 2007, Exchange 2010, Exchange 2013, Google Apps for Business, Hosted outlook
- Desktop Support: Windows XP, Windows Vista, Windows 7, Windows 8, Mac OSX, Linux
- Backup and Disaster Recovery with Acronis, Dell-Sonicwall CDP, GFI Managed Online Backup, Windows Backup, Dell Vranger, Dell AppAssure
- Maintained and installed VOIP systems, both online hosted and in-house cisco PBX solutions.
- Migrated users from 2003 Domains to 2008 R2 and\or 2012 domains
- Migrated users on Exchange 2003-2010 to Exchange 2013.
- Extensive use of Group Policy to ease management of computers in remote networks.
- Dell-Sonicwall certified in Security Appliances
- Vmware ESXI certified for VTSP V
- Deployment of cellular signal boosting hardware
- Designed and created Wireless networks for multi-level environments with varying needs.
- Extensive Customer service experience, In person and on the phone to assist with technical needs.
- On call rotation for afterhours support in emergencies.
- Handled all Escalated calls from tier 1 and tier 2 support calls
- Performed site evaluations of potential customers
- Assisted in sales and project development for customers

Rochester School District, Rochester, NH   *June 2007 - July 2012*

Educational District, K-12.
Computer Technician
- Network Management: Routers, switches
- Server Management: Windows 2000, 2003, 2008, Linux OS
- E-Mail Support: Exchange 2003, Google for Education
- Implemented a HelpDesk system to expedite repairs
- Backup and disaster recovery with Symantec backup.
- Administered Active Directory, Exchange 2003, and SQL 2005\2007, including security and backups.
- Implemented digital & VoIP phone system.
- Work collaboratively with a team of seven and serve 800+district employees with 4000+ end users, throughout the 14 sites within the organization, at all levels.
- Upgraded Active Directory Domain from mixed server 2000 forest, to a 2003\2007 forest.