

Peter Gatas

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PROFESSIONAL SUMMARY

Dedicated IT Professional seeking a challenging career that utilizes my skills in my area of competence and enriches my knowledge, and gives me a chance to be part of a team that contributes towards the growth of the organization, thereby yielding the twin benefits of job satisfaction and convenient professional growth

SKILLS

- Microsoft 365 Admin Center
- Microsoft Intune/Endpoint Manager
- Azure Active Directory (Entra)/ AD/ GPO/ NoMAD/ ARS / Chef
- RMM/PSA Configurations
- Desktop Support/Helpdesk
- Ticket Management System
- Break-Fix (PC/Laptops/printers)
- Windows OS/Mac OS/Linux /IOS/Android
- Microsoft Office 365
- Migrations & Deployments
- Imaging/Symantec Ghost/SCCM/PIE/Pixie/Autopilot
- Citrix /Cisco Any-connect /Global Protect/FortiClient VPN
- CMDB-Asset Management
- Analytical and Critical Thinker
- Customer service expert
- Skilled multi-tasker
- Fast learner/ Team player
- Goal/detail -oriented
- MFA/RSA SecurID Token/ Duo Mobile/ Microsoft/ Google
- C-Level Executives Support
- vCenter/ Hyper-V / EXSI Hypervisor
- Ubiquiti/FortiGate/Aruba Cloud
- IMAC (install move add and change)
- Remote Support
- Preventive Maintenance
- Microsoft Intune/Good Mobile/ Mobile Iron/ Blackberry works
- Trade Floor Support/ Bloomberg
- A/V Support / Blue jeans/ Webex / Cisco/ Zoom/ Microsoft Teams
- CyberArk

WORK HISTORY

Managed Service Specialist/ System Support Engineer/ System Administrator. 03/2022 to Current

CPP Associates (MSP- Managed Service Provider, Multi-tenant) – New York Metropolitan Area

- Monitored and Configured clients Active Directory, Azure AD (Microsoft Entra), Group policies objects for customers based on their needs.
- Managed multi tenant's office 365 environments via admin center (teams, teams' room, Exchange, SharePoint, Compliance policies, etc.)
- Configured (DLP) Data Loss Prevention Policy
- Managed and monitored Client's network infrastructure (FortiGate Firewalls, Aruba Access Points, Barracuda Web filter), Including deployments and upgrades
- Managed and monitored Client's endpoint protections (Microsoft Defender, Sophos, FortiClient, SentinelONE and Carbon Black
- Managed and monitored Client's Backup infrastructure (Veeam, Zerto, Datto, Barracuda, M365 via iland's 11:11 System).
- Managed and monitored Client's Virtual infrastructure (vCenter on prem & and 11:11 system)
- Managed and monitored Client's Servers hosts, and infrastructure appliance (including upgrading HP ILO, EXSI SPP, Nimble DHCI Upgrades, vCenter upgrades,
- Performed Quarterly backup and restore test restore
- Performed network assessments and executive reports
- Configured Microsoft Intune with Autopilot deployment profiles, Device Enrollment policies, Microsoft Defender policies, System Compliance policies for all CPP Azure managed endpoints (MDM- Mobile Device Management)
- Managed NOC team abroad, Provided in depth documentation, I.T. policies and training material.
- Setup RMM policies and configurations

Executive I.T. Support, 06/2021 to 03/2022

DLA Piper -Global Law Firm – Washington D.C.

- Provided executive support for Senior Partner, Former Governors, Senators, Attorneys, Associates and all personals in the DC office
- Imaged & enrolled machines using Microsoft autopilot and managed them using Microsoft Endpoint
- Enrolled BYOD for users using Intune Company portal
- Imported legacy hash files from SCCM to Microsoft Endpoint.
- Migrated and self-managed 120+ users in a lease migration project.
- Managed multiple deployment, Migration, and hardware refresh simultaneously.
- Provide weakly laptop builds and onboarding training for new hire across the nation.
- Provide onsite support for printer migrations and deployments

- Managed assets inventory in service now and Microsoft endpoint.

I.T. Field Support/ Global Enterprise Support -New Albany Data Center, 04/2019 to 03/2021

Facebook/Meta, – New Albany, Ohio

- Provides I.T. Support and technical training on hardware and software to end users
- Troubleshoots Mac and Windows software and hardware for end users via phone, email, and service desk walk-ups.
- Troubleshoots iPhone and Android mobile phones, and other related hardware in-office, such as printers.
- Sets up mobile phone, Exchange email, VPN, and internet access for users via secure company network.
- Provisioned and configured new equipment for End-users, Guards, Security officers.
- Trains new hires in new software and technology related procedures to secure a swift onboarding process.
- Perform set-ups, breakdowns, and transport of equipment, such as monitors and desks on an as-needed basis for new and existing end users.
- Provisioned, set up and configured devices on correct VLAN (Printers, Gizmos, Imaging stations, etc.)
- Set up internal Gizmos and Dashboards for managements depending on their requirements.
- Overlooked and maintained over 20+ conference rooms, 10 digital signage, and all A/V equipment on site (Televisions, Monitors, VC Panel, Room Tool, dashboards, etc.)
- Examines, designs, and implements new internal procedures to improve office procedures.
- Provides overall management in daily administration, asset distribution, and shipping.
- Manages warehouse inventory to facilitate proper handling and distribution of merchandise.
- Imaged Mac, Linux and Windows workstation laptops using PIE, PIXIE, Apple MDM, etc. (onsite & remote)
- Manages and troubleshoots audio visual software, hardware, and equipment to ensure teleconferencing and videoconferencing calls run smoothly
- Oversee the replenishment and allocation of inventory to their appropriate locations.
- Provided support to Facebook global users via phone, email, task, chat on all support channels
- Provided users with internal COVID-19 resources and new procedures
- Supported users and machines within (Facebook, Instagram, WhatsApp, Oculus)
- Supported users in multiple OS to pull updated certificates, policies, and configurations using Chef-Client agent
- Assisted with trouble shooting Cisco VPN Clients, loading and managing user base certificates
- Assisting User with remote provisioning and onboarding process
- Assisted with installing and troubleshooting remote users' issues with MDM and certificates on mobile devices
- Support users in MAC OS, Windows OS and Linux based machines.
- Assisted users with the process of upgrading, replacing devices, disputing assets.
- Assisted users with setting up and configuring 2 factor authentications on their mobile devices
- Utilized Mobile Iron portal to ensure that all remote users' devices are in compliant, and that all certificates are valid.

Executive/ Trade floor Support, 12/2017 to 11/2018

Guggenheim Partners – Santa Monica, California

- Provided C-level support for high profile office which included Executives, Senior Managing Directors, VP's and Traders
- Administrated and troubleshoot RSA Token, Cisco AnyConnect, Citrix, Blackberry Works, Bloomberg, BES, Good
- Configured Mobile devices, Desktop, Laptops, and terminals
- Worked with multiple sites to configure and test video for conference calls, Interviews and presentations.
- Administrated software packages from Altiris/Symantec Management Platform
- Provided trade floor support for traders using Bloomberg terminals
- Provided executive support & A/V Support for town hall meetings and events
- Setup and configured remote users to work from a shared Regus Office
- Supported firm global CIO (Chief Investment officer) and took preventive measures to ensure all devices are up to date and in compliance.
- Assured that all workstations (desktop & laptop) have been provisioned with latest operating system build, security updates, and that the essential day to day programs are updated to the latest build and confirmed working.
- Provide regular updates on laptop workstations at company private Jet located @ LAX airport, to ensure no down time.

I.T. Support, 01/2014 to 12/2017, 11/2018-04/2019

Emtec Inc. (MSP) - Israel Discount Bank, Tiffany & Co, Gucci/Kering French luxury Group – NYC, NJ, Pelham

- Provided a range of support roles ranging from Desktop Support, Service Desk Analyst, Break-Fix, Deployments, Migrations, Junior admin, Server refresh
- Migrated 200+ POS and Print servers for Tiffany & co global refresh migration
- Managing multiple projects simultaneously

- Managed Inventory on Change-Gear (CMDB)
- Restored data, operating systems, files, documents and drivers.
- Set up and configured hardware and software on company equipment
- Provided level 2 IT support to non-technical personnel within the business.
- Managed customers' expectations and experience to a high degree of customer satisfaction
- Resolved customer issues in a clear, courteous and straightforward manner.
- Always demonstrated professionalism and courtesy with customers.
- Identified and solved technical issues with a variety of diagnostic tools.
- Followed up with clients to ensure optimal customer satisfaction.
- Conducted research to address customer concerns.
- Configure enterprise application SSO

Customer Service Manager (Shift Supervisor), Front End (Team Lead), Bookkeeper 10/2004 to 05/2014

PSK – Brooklyn, NY

- Provided documentation on start-up, shut down and first level troubleshooting of processes to help desk staff
- Resolved computer hardware and software, printing, installation, word processing, email and operating systems issues.
- Developed highly empathetic client relationships and earned a reputation for exceeding service standard goals.
- Resolved customer issues in a clear, courteous and straight forward manner.
- Trained both internal and off-site users in repairing and resolving recurring issues.
- Developed positive customer relationships through friendly greetings and excellent service.

Department of Homeland Security Transportation Security Administration (TSA/JFK Airport, 01/2014 to 02/2014)- Project

Insource Inc. – Queens, NY

- Assisted the on-site IT Specialist with the transport of TSA procured UPS hardware, UPS accessories and surge suppressors from the on-site storage location to the point of installation. Assisted the on-site IT Specialist with the installation, configuration and disposition of all UPS hardware, UPS accessories and surge suppressors. UPS accessories include network management cards, manual bypass hardware, rails, step-down transformers, extended runtime frames and associated patch cables

EDUCATION

Bachelor of Science: Management & Economics, Concentration: Information System,
State University of New York, Empire State College - Staten Island

CompTIA A+ Computing Technology Industry Association, **License NO. COMP00102053867**

Microsoft Exam MD-100: Windows Client, **License NO. MSID994845738**

Microsoft Certified: Identity and Access Administrator Associate Credential ID: 2525F76E56C08D38

Microsoft 365 Certified: Endpoint Administrator Associate Credential ID: 8D200F40E63277CD

Projects

Windows OS (XP/7/10/11) Migration, Server Migration, POS Migration, Active Directory Maintenance & Inventory Management (CMDB), MDM-Mobile Device Migration (Blackberry BES & Good Mobile) , C-Vent in a Box, Point of Sale (POS) Refresh, Town hall setup, Colo Space setup, PST Migration, Share folder Migration, Lunch and Learn event, UPS refresh, Business Continuity Refresh, New office Build out, Zerto upgrades, MS Teams auto attendant and call queues, Single Sign-on (SSO) configuration with Azure enterprise applications, MS Intune/Endpoint Manager/MDM, Autopilot deployment Profiles and configurations via Company Portal, Ninja RMM configurations and deployment, Password less Authentication deployment, Microsoft Teams Rooms Deployment, APP deployments, MS Defender roll out, WSUS/Intune/RMM Patching profiles configuration, Group Policies & Security configuration and deployments.