

# Austin Chaney

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## INFORMATION TECHNOLOGY PROFESSIONAL

As a dedicated IT professional with extensive experience in a wide range of technical applications and software, I have a deep understanding of infrastructure design and security. I am a motivated problem solver with a natural aptitude for innovation and solutions development. I am an effective communicator with strong interpersonal skills, and I am passionate about using my technical expertise and leadership abilities to help organizations drive productivity and savings. With my keen interest in technology and my commitment to continuous learning, I am well-positioned to make a meaningful contribution to any organization.

### Technical Proficiencies

- Windows Servers 2008R2-2022
- Hyper-V/VMWare Management
- POS/PMS/Interfacing
- Imaging Servers & Workstations
- Cloud Management (Azure/GCE)
- Active Directory Domain Services
- Linux (CentOS, Ubuntu, RHEL)
- Scripting (Powershell, batch, bash)
- Network Management & Security
- Infrastructure Design/Management
- Microsoft Office 365
- Clustering (IIS/SQL/RDS)

### Azure Proficiencies

- Azure Active Directory
- Intune MDM/MAM
- Azure Network & Firewalls
- Azure Automation
- Azure Virtual Desktop
- Azure Virtual Networks
- Azure Update Management
- Azure Virtual Machines
- Site Recovery (Backup)
- Azure Network Gateways (IPSec)
- Azure Log analytics
- Azure Blob/File Storage

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## PROFESSIONAL EXPERIENCE

**GROWGENERATION**, Greenwood Village, CO, 2021 - Present

### Sr. Systems Engineer

As the Subject Matter Expert for multiple high-level technical changes throughout the company, I am responsible for auditing and determining all systems and security for our on-premises (private cloud) VMware environment as well as our cloud infrastructure (Azure) and SaaS products. I operate efficiently with multiple projects occurring at the same time in a small team of 5 for over 500+ users and 60+ retail stores.

### Key Accomplishments:

- Led the domain-less migration, planning and starting the process of moving away from an Active Directory domain environment to Azure AD with Intune Endpoint Management & Security.
  - Configured Intune with Endpoint policies, application management through MAM, and Okta federation for users in Azure AD / Office 365 for Single Sign-On.
  - Set up Windows Autopilot configuration for hands-free workstation deployments direct from OEM.
  - Integrated Apple MAC devices within Intune and additional management through JAMF.
- Created an IT onboarding process for new users with rights and access assigned via position code, moving away from an unknown non-documented onboarding process.
- Audited and started the process of applying best license practice and rights for Microsoft 365, moving the company away from a large compliance risk to a stable and known configuration.
- Reconfigured Okta IdP from an unplanned integration to a streamlined, connected, and efficient identity provider for user rights management across 20+ systems with multiple system rights, including automatic provisioning via SCIM/API/JIT.
- Successfully integrated subsidiary company Mobile Media Storage Inc. into GrowGeneration systems, workstations, and network without any operational downtime.

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**GAINSCO**, Dallas, TX, 2021 – 2021

## **Systems Engineer**

As a Systems Engineer, I was responsible for developing, deploying, and documenting new systems and migrated systems from on-premises to Azure. I provided high-level experience to a small team of System Engineers and support to a team of System Administrators and Help Desk team members. I was the leading expert on PCI compliance within the company and successfully configured secure PCI settings within the environment. I operated in a custom code promotion release cycle for development / production systems.

### **Key Accomplishments:**

- Designed and implemented Azure Multi-Factor authentication for both Cisco AnyConnect and ForcePoint VPN using RADIUS, enhancing security for remote access to the company's systems.
- Developed a comprehensive PCI compliance framework and corresponding documentation, reducing the company's risk of non-compliance, and ensuring the security of customer data.
- Spearheaded the migration of several on-premises systems from our local datacenter to Azure, improving the scalability, availability, and performance of the company's IT infrastructure.

**STOUT STREET HOSPITALITY**, Denver, CO, 2014 – 2021

## **Corporate Systems Administrator**

As a Corporate Systems Administrator, I provided technical expertise and support to the Vice President of Information Technology. I ensured and maintained PCI compliance for all systems and networking, including vendor devices. I built and managed a hybrid cloud environment with 50 servers and 300 workstations and acted as an IT Generalist with knowledge of all company systems and network as well as hospitality applications.

### **Key Accomplishments:**

- Designed and migrated an on-premises datacenter to an Azure Cloud hybrid environment, ensuring PCI compliance throughout the process.
- Successfully converted several properties to Marriott's Tribute Portfolio running on LightSpeed/Galaxy Hotel Systems, improving the efficiency and reliability of the company's operations.
- Acted as interim IT Manager for four months in absence of the IT Director, reporting directly to the CFO and successfully managing the company's IT operations during this period.
- Implemented a comprehensive "foundation" for the company's IT environment, including over 300 pages of infrastructure, How To, and Configuration documentation, providing a solid foundation for future growth and development.

## **Senior IT Support Specialist**

As a Senior IT Support Specialist, I provide direct support to property managers on all IT issues and problem solve issues reported by third-party vendors. I also manage the organization's VoIP phone systems and play a key role as a project lead during installs of new POS systems, internet circuits, RFID key systems, and Free-to-Guest HD TV systems. I plan, coordinate, install, test, and provide support for all new projects implemented by the organization.

### **Key Accomplishments:**

- Demonstrated expertise in a wide range of hospitality management systems, including Aloha & Micros HIS POS, IDPMS: Hotel Concept PMS, Opera PMS, Saflok & VingCard Key Systems, and Symantec Endpoint Client and Management Server.
- Streamlined user maintenance, creation, and termination process. Standardized computer and server clone images.

**LET'S JUMP**, Keller, TX

## **Computer Systems & Networking Administrator**, 2010 – 2014

Actively kept all computer networks up to date, running smoothly, and minimized impact of IT issues.

### **Key Accomplishments:**

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- Managed websites and Search Engine Optimization.
- Successfully executed set-up of VoIP service.

## **Front Office Manager, 2011 - 2012**

Managed opening and closing responsibilities including use of POS system. Coordinated rental reservations through company system. Liaised with catering and other external vendors to coordinate details of each event. Conducted weekly inventory check for all items to manage stock.

## **THE MAGNOLIA HOTEL DALLAS, Dallas, TX, 2013 - 2014**

### **Front Office Supervisor**

Ensured operational tasks were performed accurately and efficiently with great attention to detail. Conducted evening MOD for each department, provided financial credit limit reports, forecasted financial revenue and budget, managed call center/PBX.

### ***Key Accomplishments:***

- Awarded "Associate of the Month", presented by the general manager, for exceptional work ethic and dedication.
- Exceeded beyond job description to assist management and other departments ensure all guests received exceptional service.

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## **EDUCATION**

**Associate Degree, 2011 - 2013 | Tarrant County College, Fort Worth, TX**

*One and half year of two completed towards degree*

**High School Diploma, 2009 - 2011 | Keller High School, Keller, TX, 3-year graduation program**