

Joseph Undis

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<http://und.is> | <https://github.com/jundis>

Technical Skills

Development/Scripting Languages: PHP, MySQL, and HTML, mainly focused on REST based integrations. Basic knowledge of Java Script and MSSQL. Very proficient in command line, bash, and PowerShell scripting.

Virtualization: Managed nearly 400 virtual servers on physical Hyper-V and VMWare ESXi boxes, over 50 servers and services in Amazon Web Services, and 20 servers in Microsoft Azure.

Hardware: Workstation and Server setup and repair, mainly focused on Dell products. Sonicwall, Cisco, Meraki, Ubiquiti, Fortinet, and Watchguard firewalls, switches, and access points.

Software: Microsoft Office, Windows Server management including deployment, Active Directory, Group Policy, IIS, DHCP, DNS, DFS, ADFS, WDS, and MDT. Heavy experience with the Veeam and Datto lines of backup products, with working knowledge of Barracuda, Windows Server Backup, and BackupExec.

Project and Tech Tools: Microsoft SharePoint, ConnectWise suite, ITGlue, Kaseya, Liongard.

Work Experience

TechGen Consulting Inc., November 2013 - Present

- Network and Systems Administrator, November 2015 – Present
 - Headed up our ISO 27001 evidence gathering and remediation process, starting in August 2016 and every August thereafter.
 - Work with clients to resolve large scale issues effecting entire companies as well as acting as the final escalation point for all client tickets.
 - Monitored backup solutions and servers for any health issues or failures.
 - Responsible for updating and maintaining company software as well as reviewing, testing, and deploying new software solutions and plugins.
 - Deployed new client servers and software.
 - Ran lead on many server and email migrations, and custom development projects.
- Technology Support Specialist - Team Lead, June 2015 - November 2015
 - Assisted with training new hires as well as assisting team members in resolving issues. Acted as the initial escalation point for all helpdesk tickets, as well as all previous duties. Created a large repository of tools and scripts using command line, PowerShell, and the ConnectWise scripting engine.
- Technology Support Specialist (Helpdesk Technician), November 2013 - June 2015
 - Worked with clients in order to resolve day to day desktop and server issues, setup new software and hardware, as well as disaster response in the event of virus infections. Setup and maintained internal knowledgebase using MediaWiki, and network monitoring using Zabbix.

MSP Integrated Chat, <https://mispic.io> May 2018 – Present

In a partnership with the president of TechGen Consulting, I created a hosted replacement for my open source integrations CWSlack, LTSlack, and CWilio, meant to simplify the setup and usage of the software. This required merging the separate products and building a hosted control panel, building out a billing system, deploying cloud server infrastructure in AWS with automated new client deployment, adding new features to the software every month, and ongoing client support.

Support.com, August 2013 – November 2013

Personal Technology Expert, remote technology support for customer desktop and laptop computers.

Activision Publishing Minneapolis, June 2012 – August 2012, May 2013 – August 2013

Quality Assurance Tester, responsible for reviewing technical requirements documents and verifying that the company's products followed all necessary rules and procedures.

University of Minnesota, CLA - Office of Information Technology, November 2012 – May 2013

Technology Service Specialist, aid in faculty and graduate computer support and repair, and manage the University's Active Directory.

Development Work

CWSlack (GitHub/PHP) July 2016 – Present: Integration between the ConnectWise and Slack REST APIs allowing for ticket and other information to be monitored and manipulated via Slack. Since February of 2018 work shifted to MSP Integrated Chat, the hosted replacement, with CWSlack being only supported for reported bugs.

LTSlack (GitHub/PHP) September 2016: Integration between the LabTech and Slack REST APIs allowing for computer information to be brought into Slack conversations and scripts to be ran on machines.

CWilio (GitHub/PHP) November 2016, March 2017 – Present: Communicates between the Twilio, Connectwise, and Slack REST APIs providing the ability to send and receive SMS messages in tickets, and a integrated IVR/Voicemail system to better track voice mails by having them submitted as coded tickets instead of e-mails

SkySwitch Call (Contract/PHP) November 2016: Integration between NetSapiens PBX and Slack, allowing users to start calls and listen to voice mails via Slack commands.

ClientTickets (Contract/PHP) March 2017 – April 2017: Provides an integration between Slack and ConnectWise to allow multiple different clients to submit tickets to ConnectWise via their own internal Slack

MerusCalendar (Contract/PHP) May 2017 – August 2017: Connects the MerusCase lawfirm software to Office 365's calendar API, allowing events in Outlook to mirror those on Merus.

Education

University of Minnesota – Minneapolis, Minnesota

August 2012 – May 2013