

Gil Tolley

tolley.gil@gmail.com

❖ (603) 767-9280 ❖

Dover, NH

Systems Administrator with 10+ years of hardware administration, software engineering, and customer service experience. Managed enterprise-level environments and systems, extremely proficient with multiple cloud services, automation tools, various coding and scripting languages, and have a passion for problem-solving.

SKILLS

System Administration: Windows (Workstation/Server), OS Deployment (MDT, WDS, SCCM), Microsoft Office/Exchange Administration, Scripting (PowerShell/Bash/Shell), Virtualization (VMWare/Hyper-V), Linux/Unix (CentOS, Ubuntu), Mac OSX, Web Hosting (IIS, Apache, WordPress), Active Directory/LDAP, Group Policy Management, TCP/IP, Routing/Switching/Subnetting, LAN/WAN/Wireless, DNS, DHCP, Firewall/VPN, VoIP, QoS

Cloud Solutions: Amazon Web Services (AWS), Microsoft Azure, Google Cloud Platform, Virtual Private Clouds, Content Distribution Networks, Hybrid Environments, Office 365, SharePoint, Docker, Jenkins, SaaS

Data: SQL Server Management Studio, SQL Server Report Builder, Data Warehousing, Database Design, Data Visualization and Reporting Techniques, Statistics and Analysis

Security: Mobile Device Management/Patch Management (WSUS, InTune), Network Monitoring (WireShark, PRTG, SolarWinds), Enterprise Antivirus/Antimalware, Identity and Access Management (IAM), Least Privileges

Languages: Python, PowerShell, SQL, Bash, Git, C#, C++, Java, HTML, XML, OutSystems

Soft Skills: Technical Writing and Communication, Consistent Punctuality, Public Speaking and Presenting, Multitasking, Teamwork and Collaboration, Agile Methodologies, Emotional Intelligence, Time Management, Detail-Oriented

WORK EXPERIENCE

Systems Administrator

November 2018 – Present

Holy Rosary Credit Union

- Configured and maintained an on-premise data warehouse, Advanced Reporting for Credit Unions (ARCU), including monitoring the daily ETL processes and integrating third-party data extracts for more accurate reporting.
- Advised senior management on where to open a new branch by designing SQL queries and visual report dashboards that pulled member data from relevant zip codes and analyzed their banking activity.
- Reduced the number of user-management helpdesk tickets by streamlining the new user onboarding process with SharePoint lists and forms, Power Automate, and PowerShell.

Solutions Architect (Owner)

April 2017 – Present

GTPCRX – *Self Started Computer Services company*

- Developed websites based on customer feedback by utilizing public themes and media, user-friendly layouts, and role-based administration to allow them to update the content themselves.
- Created and deployed websites and online services for local businesses using various methods to suit their business needs, such as: dedicated cloud VPS systems, Microsoft Azure, AWS, and Office 365.
- Ensure systems are fault-tolerant by automating redundancy using regular database snapshots, elastic file systems, and back ups to off-site locations.

Software Developer

March 2018 – November 2018

Precision Valley Communications

- Wrote and maintained numerous Python scripts that supported various vendor projects by pipelining customer and appointment data from CSV files down from an SFTP site and into the custom apps used by on-site field technicians.
- Designed and implemented data models for storing complex sets of invoices, summaries, and bills of materials generated by contracted projects, making it easier to compile reports of work done.
- Worked within Outsystems, an externally hosted, low-code platform, to debug and add features to the main timesheet application for the company, allowing users to track their hours worked without paper.

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Systems and Network Administrator

June 2017 – March 2018

Ascentium Capital

- Automated the new hire process by writing HR a PowerShell script with a Windows GUI that would provision and configure accounts and licenses, such as Active Directory and Office 365, without requiring .
- Standardized Cisco IOS versions and configuration files on all switches, which reduced packet drops and increased network stability using QoS features, but also optimized PoE usage, allowing for more devices per switch.
- Eliminated costly VoIP service outages by diagnosing an intermittent network connectivity issue caused by misconfigured wireless access points connecting to the same wireless device from multiple ports and causing a loop back.

Desktop Support Specialist

August 2015 – June 2017

Service Credit Union

- Supported end users and applications for a credit union with total assets in excess of \$3 billion, and designed systems or procedures in a large, complex environment with hundreds of servers across multiple data centers on different continents.
- Deployed and monitored Microsoft and third-party software updates using WSUS and SCCM, ensuring proper compliance for roughly 800 systems, and reporting the results at weekly patch management meetings.
- Oversaw the upgrade or replacement of every stateside workstation using a custom WDS/MDT installation environment and remote deployment method, culminating in the imaging of our entire 24/7 customer service contact center (120+ PCs) in one week with virtually no impact on end-user productivity.

Early Career

Helpdesk Technician



Back Bay Networks



2013 – 2015

- Administered thousands of Active Directory and Exchange accounts for staff and students at SAU56.
- Migrated an installation of SCCM 2007 to SCCM 2012 R2 on a network with over 1,500 active clients.

Lead Technician



Sprint by iMobile



2010 – 2012

- Controlled parts, inventory, and operating procedures for grand opening of new flagship store location.

EasyTech Associate



Staples



2007 – 2010

- One of the first to join the EasyTech program and help Staples break into customer desktop repair.

EDUCATION

Associate Web Developer

Completed 2018

OutSystems

Solutions Architect Associate

Completed 2018

Amazon Web Services

MTA – Windows Server Administration Fundamentals

Completed 2017

Microsoft

B.S., Computer Science

Completed 2010

Daniel Webster College

GPA: 3.66

President's List, Alpha Chi National Honor Society, Peer Tutor

Software Engineering Internship at DEKA Research and Development (Manchester, NH)