

Geoffrey R Tenney

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Technical Skills

System Administration

- Budgeting, Assembly, Deployment, Maintenance, and Troubleshooting of Windows, Linux and Unix servers.

Core Experience: MySQL, IIS, Apache, Postfix, SMTP, IMAP, POP3, Exchange (including BES), Parallels, FreeNAS, Virtual Box, XenServer, Windows Server 2003 & 2008, Unix/Linux Command Line, Basic BASH scripting.

Network Administration

- Configuration, maintenance, troubleshooting and debugging of enterprise-level Cisco, Allied Telesis, Mikrotik and Ubiquiti networking equipment.

Core Experience: Cisco CLI, Allied Ware +, Wireshark, MTR, OSI, SMTP, Switching, DHCP, Fiber, IPv4, TCP/IP

Voice over IP

- Configuration, Deployment, Maintenance and Troubleshooting of VoIP phone based issues.

Core Experience: SIP, FusionPBX, Asterisk PBX, Freeswitch, Polycom ATA's and Phones, Cisco ATA's, Grandstream ATA's and Phones.

Web & Graphics

- HTML/CSS, Javascript(Basic), Wordpress, Photoshop, 3DS Max, Construct 2

Work Experience

Allied Telesys International – Network Service Engineer

Apr '15 - Present

- Provide enterprise level network support for Layer 1- Layer 7 devices via e-mail, phone, and ticketing system.
- Answer technical pre-sales questions and carry out administrative tasks such as processing RMA's and generating feature, OS, and subscription licenses.
- Created and contributed to an internal wiki to document technical internal processes.

Atlas Networks – Jr. Sys Admin/Technical Support/Help Desk

Sep '13 – Aug '14

- Provisioned and managed consumer and enterprise level networking equipment, ATAs, and phones.
- Provided support for commercial and residential customers for our internet, VoIP, and data center services via e-mail, phone, and ticketing system.
- Planned, deployed, and setup Windows and Linux servers/VMs for our datacenter customers.
- Created and contributed to an internal wiki to document technical processes.

Parker Staffing Services – Web Developer & CSR

Oct '12 – Jan '13

- Used HTML, CSS, and JS to create interactive knowledge articles for the Nintendo of America Wii U support site prior to the launch of the console.
- Provided phone support for all Nintendo Products during the 2012 Holiday season.

Education

University of Idaho

2007-2012

Virtual Technology and Design

Hobbies & Achievements

Tech & DIY Enthusiast, Homebrewer, 3D Design and Printing, PAX Prime Enforcer 2012-16, PAX Dev Enforcer 2013, GDC Conference Associate 2013-17, 12yr member of Boy Scouts of America(Life Rank)