**James Garrigan**

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<https://www.linkedin.com/in/jimgarrigan> [garriganjobsearch@outlook.com](mailto:jimgarrigan@hotmail.com?subject=Response%20from%20Resume)

**Innovative and Multifaceted IT Infrastructure Engineer**

**Scripting | Directory Services | Messaging | E-Discovery | Archiving | Cyber Security | Documentation**

**Patch Management | Business Continuity Planning (BCP) | Disaster Recovery | High Availability**

**Connectivity Devices & Protocols | Network Communications**

**TECHNICAL SKILLS**

PowerShell | Hyper-V | Active Directory | DNS | Windows 2022/2019/2016/2012/2008/2003 R2 | Group Policy | VMware | Exchange 2007/2003 | Enterprise Vault Email / File System Archiving | Compliance Accelerator | Discovery Accelerator | Mobile Device Management (MDM) | Network Applications | TCP-IP | NetApp SAN

**PROFESSIONAL EXPERIENCE**

**PHM Services**, New York, NY

***IT Support Engineer*** **7/2023 - Present**

**New York City Department of Education**, Brooklyn, NY

***Expert IT Specialist Contractor via Broad Crossing Inc.*** **7/2021 - 7/2023**

**New York City Department of Education**, Brooklyn, NY

***Specialist / Classroom Connectivity - Server QA Deployment Engineer Contractor via IIT* 7/2019 - 7/2021**

**New York City Department of Education**, Brooklyn, NY

***Information Technology Contractor*** **7/2019 - 7/2023**

**Job Search Activity**, New York, NY

***IT Support Engineer - IT Training and Job Search - NYC DOE Hiring Process*** **10/2018 - 7/2019**

[**PHM Services**](http://www.phmservices.com/), New York, NY

***IT Support Engineer*** **4/2019 - 4/2019**

[**Baseil Associates**](http://baseilassociates.com/), New York, NY

***IT Support Engineer*** **3/2019 - 3/2019**

[**PHM Services**](http://www.phmservices.com/), New York, NY

***IT Support Engineer*** **12/2018 - 3/2019**

[**SourceWave**](http://baseilassociates.com/) **Inc**, New York, NY

***IT Support Engineer*** **11/2018 - 11/2018**

[**Kipany Productions, Ltd**](http://www.kipany.com/), New York, NY

***IT Infrastructure Engineer*** **5/2018 - 10/2018**

[**PHM Services**](http://www.phmservices.com), New York, NY

***IT Systems Field Engineer*** **5/2017 - 5/2018**

[**New York City Department of Information Technology & Telecommunications**](https://www1.nyc.gov/site/doitt/index.page), Brooklyn, NY

***IT Messaging Contractor via Kforce*** **1/2017 - 5/2017**

[**Industrial and Commercial Bank of China Financial Services LLC**](http://www.icbcfs.com/), New York, NY

***IT Systems Consultant via PHM Services*** **7/2016 - 12/2016**

[**Lloyds Bank, Plc.**](https://www.lbusa.com/), New York, NY

***IT Infrastructure Engineer / Team Leader*** **3/2011 - 5/2016**

**EDUCATION**

[Cisco Networking Academy](https://www.netacad.com/) - Cisco CCNA

[Compu21](http://www.compu21.com/) - Cisco CCNA | Microsoft Server 2016 MCSE

[Global Knowledge](https://www.globalknowledge.com/) - Citrix XenApp Training | Exchange 2013 Training - Core Solutions | Advanced Solutions

[Rutgers University](https://www.rutgers.edu/) New Brunswick, NJ - Electrical and Electronics Engineering

**CERTIFICATIONS**

Microsoft Certified System Engineer - Microsoft, License 2164299

**RECOMMENDATIONS**

***From a Director at [ ]:*** James is very knowledgeable with IT systems and would be an asset to any company.

Additional recommendations are at <https://www.garrigan.info/>

Recommendations are also embedded in my LinkedIn background image. <https://www.linkedin.com/in/jimgarrigan>

**Other**

**Videos of sample work products:** <https://www.youtube.com/playlist?list=PLgkRipPFmxPPvjxYbTR-iDrGWWwJMJg0y>

**Interview Requirements:** Video calls require a dial-in telephone number for audio, three business days of lead time, and confirmation via a calendar appointment with the job description attached.

**Preferred Contact Method: Email** [garriganjobsearch@outlook.com](mailto:garriganjobsearch@outlook.com)

**Personally owned equipment policy:**

I do not use personally owned equipment for job-related electronic communications. A few examples of prohibited use are apps, chat, email, text, and video. In other words, job-related data of any type is neither saved on nor does it pass through personally owned equipment.

I may use personally owned equipment for job-related work solely for voice calls via a cellular/landline phone and remote computer sessions via a virtual machine designated only for the job. Only screen images, keystrokes, and mouse actions flow between the remotely connected systems.