

# Triston McLeod

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❖ <https://www.tristonmcleod.com>

## Professional Skills

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- Development tools : ASP.NET, C#, C++, Eclipse, VBA, HTML, Java, XML, Kotlin, Python, Android Studio, SQL, PyCharm, mySQL, SQLite, Powershell
- Palo Alto Firewalls
- Microsoft Office Suite 2007, 2010, 2016, 365
- Windows Server 2012 r2
- MS Exchange 2010/Outlook
- Active Directory Administration
- Remote Desktop (RDP)
- G Suite management
- Atlassian Products JIRA & Confluence
  - o Project and User Administration
  - o Workflow Development
  - o Ticketing System
- OKTA Administration
  - o Applications, Groups, Users CRUD
  - o IAM, PAM,
  - o SSO, SAML, OIDC
  - o APIs
- Router, Switch, and Server installation, configuration and maintenance experience
- CISCO and Juniper network appliances
- DNS/DHCP/VLAN
- VoIP and analog phone systems
- SailPoint Management
- Linux Administration
- Dell, IBM, Equilogix, CISCO, Juniper
- VMWare and VEEAM
- Hyper-V
- HP and Sharp printers
- McAfee and Falcon CrowdStrike endpoint security
- BitLocker and Mac FileVault encryption
- KACE Inventory System
- PULSE VPN software
- CISCO Anyconnect VPN

## Professional Experience

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### IT Client Engineer (Contractor)

08/2021 to 11/2023

CreditKarma

Charlotte, NC

- OKTA and GSuite Administrator for multiple tenants.
- Technical support for 1000+ offshore agents and 200+ internal agents.
- Manage and support OKTA including security and sign-on policies, IAP, API scopes, automation and internal and 3rd party applications integrations.
- Responsible for developing and documenting both current and new standards, processes, and procedures.
- Administered 3rd party applications (Helix/CorePro, CPI, Centrix).
- Responsible for onboarding/offboarding vendors, internal and external agents, and remote call centers.
- Support multiple lines of business including four offshore call centers.

### Systems Engineer (Contractor)

Jan. 2021 – Aug. 2021

OceanX

Arden, NC

- Developed Powershell scripts for processes to reduce technical debt.
- Team lead for Bitlocker Encryption Project.
- Developed automated procedures for discovery and execution that pushed a project 2 months ahead of schedule.
- Supported systems across multiple remote locations.
- JAMF Administration and Scripting for Mac.
- Mac administration, troubleshooting, and bash scripting.
- Written documentation and procedures.

### Desktop Support Specialist

Sep. 2019 – Aug. 2020

Geriatric Practice Management (GPM)

Asheville, NC

- Developed scripts for processes to reduce technical debt.

- Oversaw the purchasing, installation and decommissioning of equipment.
- Managed JIRA permissions and developed workflows to automate processes.
- Supported the implementation of conference room systems.
- Provided remote support for over 70 GPM users during COVID-19 pandemic.
- Worked closely with Network Administrator to configure Palo Alto Firewall.
- Traveled to support hardware refresh for our production systems in Louisville, KY during COVID-19 pandemic.

## Systems Administrator

May 2010 – Sep. 2019

Everyday Health Professional

Asheville, NC

- Manage 60 employee network and computer users in Asheville, NC, prior employee count 125+.
- Oversaw the purchasing and decommissioning of equipment.
- Participated in the transition from Microsoft Exchange to G-Suite.
- Responsible for administration and users in G-Suite and Active Directory.
- Perform all onsite help desk functions for the Asheville, NC office.
- Conduct the delivery, maintenance and troubleshooting for desktops and laptops, both Window and Mac systems.
- Contributed to the team to implement a new cost effective VOIP phone system, organizing numbers, extensions, and feature support.
- Developed documentation for both managing the environment and supporting end users as needed to maximize efficiency.
- Monitor network and server activity to maintain up-time.
- Deployed/Troubleshooted both Windows and Mac systems.
- Participated in the cutover team during the integration of DoctorDirectory into Everyday Health.
- Created and managed the hardware and software ordering and asset retirement system.
- Responsible for patching and upgrading systems.
- Help Desk support for 100 users including printers, copiers, desktop and laptop equipment.
- User administration and security using Active Directory.
- Worked as both a production specialist to deliver revenue generating assets for clients and Network Administrator.
- Deployed/Troubleshooted both Windows and Mac systems.
- Automating manual routines via stored procedures, triggers in production and live environments
- DDL statements to generate and populate tables used for a variety of business purposes including campaign targeting and reporting.
- Generated execution scripts to update production data tables in real time.
- Responsible for activities that drove physician activity and generated company revenue using SQL to determine high value targets for company programs.
- Developed a web based ASP.NET program that increased team productivity by 20%.
- Trained new team members on processes.

## Certifications

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Cisco Certified Network Associate (CCNA) - Expired 2023

## Professional Soft Skills

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- Dedicated, professional, punctual team player.
- Self-starter, works well independently.
- Good analytical and problem-solving skills.
- Excellent customer service experience both with external clients and internal staff.
- Sound documentation skills.

## Education

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2007-2010      BA in Management Information System (MIS), Western Carolina University  
Graduated Cum Laude

Awards          4 time recipient of the *Above and Beyond* award.