

JACOB STRAUB

I.T. Professional

 (907) 841-3263

 Danestraub@gmail.com

 jacob.straubstrategies.com

EXPERIENCE

Big Lake Country Club Assisted Living, LLC.

2014 - Present

System and Network Administrator

Tasked with administrating, configuring, deploying, documenting, and maintaining company servers, Windows workstations, PoE IP Cameras, AWS EC2 Instances, company websites, Avaya Partner phone systems, company file shares, Cisco routers & switches, and Ubiquity access points. Position requires appropriate technical knowledge to segregate and secure sensitive data containing PHI while in transit and at rest as detailed in HIPAA security rules.

- Create and manage Users, BYO mobile devices, email, and file storage through GSuite.
- Pull, terminate, and test network cable.
- Provide on-call and remote support during service outages.
- Design, configure, and deploy WordPress websites through Amazon Web service's Route 53 (DNS) and EC2 (Virtual Server) hosting.
- Troubleshoot and resolve network, connection, throughput, and performance faults.
- Inform and provide staff with training regarding workflow and office equipment operation.

ITS ALASKA, LLC.

2009 - 2012

On & Off-Site I.T. Support Technician

Tasked with the reception, documentation, diagnosis, repair, and billing of client PC hardware and software. This included consumer laptops/desktops, custom-built workstations, Windows AD Servers, Point-of-Sale Systems, and small business networks; additionally, tasked with scheduling and conducting in-shop and remote service repairs.

- Supported requests and instructed customers through troubleshooting tasks professionally and plainly through email, phone, and in-person.
- Quickly gained an understanding of customer equipment, software, and documentation to efficiently troubleshoot and remedy.
- Performed data recovery, backups, imaging, and data migrations.
- Removed malware, ransomware, and other threats from client laptops, desktops, and servers.
- Required strong problem-solving, analytical, organizational, and customer service skills.
- Maintained comprehensive documentation within internal ticket system and solution wiki.
- Maintained inventory of repair supplies and ordered parts as needed.

Education

University of Alaska Anchorage - Associate of Applied Science
Computer Systems and Network Technology

Graduated 2015

Developed technical skills through configuring, deploying, and troubleshooting networks, workstations, Windows Active Directory, vSphere virtualization, and Cisco equipment. Degree Capstone proposed, configured, and deployed an appliance to capture renewable energy analytics from on-site wind turbine.

University of Alaska Anchorage - Bachelor of Arts

Graduated 2019

Linguistics, Rhetoric, Writing, and Literacies

Degree focused on historical; theoretical; and linguistic applications, strategies, and techniques in composition. Provided instruction and application into quantitative, qualitative, and data collection research methodologies.

References

Lynda Plettner | Big Lake Country Club. LLC.
Owner & Operator | T: (907) 232-8466

Jody Hall | Big Lake Country Club, LLC.
Site Manager | T: (907) 631-8889

Quentin Algood | ITS Alaska, LLC.
Owner & Operator | T: (907) 373-4640

River Charles | Briarwood Farm, LLC.
Owner Operator | T: (907) 631-9901

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Notable Projects

Research Internship - 'Stonecorp'

University of Alaska Anchorage

2019

Coordinated with project supervisor to perform supplementary artifact collection, preparation, and annotation of historical texts. Process included the tabulation of individuals, phrases, locations, and religious denominations from over 70 historical government texts. Utilized 'R' statistical computing environment and AntConc to generate word frequency lists and extract pertinent phrases to a text library and database for semantic qualitative and quantitative analysis. Created an interactive map with Google Map's API to show potential archive sites relevant to the project. Provided recommendations on linguistic qualitative and quantitative analysis & research software.

Project Management - Wind for Schools - SkyStream Analytics

University of Alaska Anchorage - Matanuska-Susitna

2015

Coordinated with University of Alaska (UAA) to provide a technical solution for Mat-Su's College of Renewable Energy program. Provided a method for collecting wind and power generation data from the campus' Southwest Energy SkyStream wind turbine and transmit this data to an OPEN EI database. Our team's accepted proposal configured and deployed a Raspberry Pi, Zigbee transmitter, and java applet provided by Kansas State University's Department of Electrical and Computer Engineering to provide a small form factor solution to communicate and submit data.

Academic Certificates and Occupation Certifications

- CompTIA Network+: N10-007 Sitting June 2021
- CompTIA Security+ : SY0-601 Sitting June 2021
- Cisco CCNA Curriculum - Discovery: Networking for Home & Small Business
- Cisco CCNA Curriculum - Discovery: Routing & Switching in the Enterprise
- Cisco CCNA Curriculum - Exploration: LAN Switching & Wireless
- Cisco CCNA Curriculum - Exploration: Accessing the WAN

Supplemental Information - Technologies Applied in Occupations

- Windows Active Directory & Group Policy
- Cisco IOS
- GSuite Administration (formerly Google Apps)
- vSphere Suite (Server Virtualization)
- Amazon Web services (EC2, Route 53, and S3)
- WordPress and underlying LAMP Stack
- Ubiquity Administration (Access Points Only)
- QuickBooks Administration & Customer Billing

Supplemental Information - Technologies Currently in Homelab

- Proxmox & XCP-ng (Server Virtualization)
- FreePBX (IP PBX System on Asterisk core)
- TrueNAS (Network Access Storage)
- PFSense (Firewall Solution)
- Zabbix (Server & Network Monitoring)
- Veeam (Backup and Replication)
- Quantum DXi (Backup & Deduplication)
- Netbox (IP address management tool)