



Ronnie Grover

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SUMMARY

Seasoned systems administrator with a decade of expertise in streamlining processes and systems for telecom and cloud service providers. Proven ability to oversee and manage SaaS application ecosystems, ensuring seamless integration, optimized utilization, and secure operations. Adept at fostering enduring partnerships and serving as a liaison between technical and non-technical stakeholders. Possesses a foundation in web development and computer programming technologies to support the evolution of IT environments.

EXPERIENCE

IT Systems Administrator | 11:11 Systems | Houston, Texas | August 2018 - May 2023

- Led the creation and implementation of the IT department for a rapidly growing cloud solution provider. Maintained operational excellence across infrastructure, systems, security, and communications.
- Designed and executed automation workflows using Okta, Jamf, Active Directory, Google Workspace, and other tools. Optimized efficiency and accuracy throughout employee lifecycle processes.
- Collaborated with cross-functional teams to diagnose, troubleshoot, and resolve complex technical issues related to systems and integrations.
- Proactively partnered with IT leadership and security team to enforce security protocols, maintain compliance, and safeguard data integrity.

Network Engineer | ConvergeOne | New York, New York | May 2016 - May 2018

- Maintained mission-critical network infrastructure for government entities, ensuring uninterrupted communication and operational efficiency.
- Configured and deployed network devices (routers, switches, firewalls, load balancers) to optimize performance and reliability.
- Analyzed business needs and successfully implemented tailored network solutions in collaboration with diverse teams.
- Performed network capacity planning, recommending and executing upgrades to support evolving business demands.

Commercial Tech Ops Support | Charter Communications | Hudson Valley, NY | May 2012 - May 2016

- Improved technical support processes, slashing response times by 20% and boosting customer satisfaction by 15%.
- Managed logistical coordination for projects, ensuring timely material delivery and minimizing operational downtime.
- Performed hardware inventory management, ensuring accurate tracking and efficient allocation.
- Troubleshooted software compatibility issues, enhancing end-user experiences.
- Served as primary escalation point for Tier-1 and Tier-2 support, resolving complex technical problems.

EDUCATION

Computer Information Technology - Networking | Associate of Applied Science - SUNY Orange | Middletown, New York | 2013

CERTIFICATIONS

AWS Certified Cloud Practitioner | Amazon Web Services | 2023

Professional Google Workspace Administrator | Google Cloud | 2023

SKILLS

Interpersonal: Problem-solving, Cross-Cultural Communication, Leadership, Customer Service, Teamwork, Relationship Building, Continuous Learning

Technical: IT Management, System Administration, Cyber Security, Patch Management, Troubleshooting, Change Management, Vendor Management, SaaS, Cloud (AWS, GCP), Networks, HTML, CSS, Java, Python, Node.js, Next.js, React, SQL, Operating Systems, UI/UX

Tools: Google Workspace, Windows, Linux, macOS, VMWare, Proxmox, Atlassian (Jira, JSM, Confluence), Git, VS Code, Jamf Pro, Cisco, Slack, Scripting, MFA, Okta, Azure, Intune, O365, Connectwise, 8x8, RingCentral, Nextiva, Smartsheet, LucidChart