Sean Groom
Systems Administrator

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ABOUT ME
- With over 15 years of experience in owning and managing company-wide IT projects and operations, I bring a deep understanding of both technical and business needs. I excel at communicating complex technical concepts to non-technical stakeholders, ensuring alignment with organizational goals. Known for being approachable, personable, and easy to collaborate with, I am a confident leader and a valuable team player. My keen attention to detail and strong troubleshooting skills drive successful project outcomes. As a technology enthusiast committed to continuous learning, I stay at the forefront of industry developments, consistently advancing my skills to deliver innovative solutions.

TECHNICAL SKILLS
- Agile Methodologies
- Amazon Web Services (AWS)
- Azure Active Directory
- Cisco Networking
- Cloud Computing
- Cloud Security
- Confluence
- DevOps
- Incident Management
- Information Security
- IT Infrastructure Management
- IT Service Management
- ITIL
- Jira
- Microsoft 365
- Microsoft Azure
- Microsoft Exchange
- Okta Administration
- Patch Management
- PowerShell scripting
- Project Management
- Project Portfolio Management
- Release Management
- Scrum
- Splunk
- Virtual Private Networks (VPN)

EMPLOYMENT HISTORY

FlexCare Medical Staffing – Roseville, CA

Systems & Network Administration Lead   **April 2023 - Present**
- Lead and manage a cross-functional team overseeing critical areas such as server and network infrastructure, cloud identity and access management, security monitoring and incident remediation, enterprise application administration, technical documentation, and IT project portfolio management. Ensure seamless integration and optimal performance across all systems, while driving innovation and efficiency in line with organizational goals.
- Designing and implementing network infrastructure for the company's new headquarters, ensuring robust, scalable, and secure connectivity.
- Managing the Okta platform to streamline identity and access management for internal employees and public website users, implementing SSO for cloud applications.
- Providing guidance and mentorship to IT teams on best practices for incident and release management, fostering a culture of continuous improvement.
- Overseeing Amazon AWS environments, including resource management, security, and cost optimization to support business operations.
- Facilitating Agile methodologies by organizing team workloads into effective monthly sprints, driving productivity and alignment with project goals.

Systems and Network Administrator   **February 2022 - April 2023**
- Administered Microsoft cloud infrastructure, including Azure virtual machines, cloud networking, VPN, Azure Active Directory, Exchange, and Microsoft 365 licensing, ensuring secure and efficient operations.
- Managed on-premises Cisco network infrastructure, encompassing firewalls, VPN, switches, wireless controllers, and access points, to maintain robust and reliable network connectivity.
- Designed and deployed IT infrastructure for multiple new office locations in California and North Carolina, ensuring seamless integration and scalability.
- Served as the Okta cloud identity administrator, managing identity and access for internal employees to ensure secure and streamlined user experiences.
- Implemented critical system monitoring and alerting using Splunk and LogicMonitor, enhancing visibility and responsiveness to potential issues.

Benefit and Risk Management Services – Folsom, CA   **2007 - 2022**
Systems Administrator
- Led the planning, implementation, and management of company-wide IT projects and operations, ensuring alignment with organizational objectives and smooth execution.
- Recruited, mentored, and managed help desk team members, fostering a high-performing support team.
- Implemented a robust monitoring system that significantly reduced outages and improved incident response times, enhancing overall system reliability.
- Migrated company websites from shared hosting to AWS, resulting in improved availability, scalability, and management efficiency.
- Utilized AWS S3 storage to automate data archiving, reducing complexity and streamlining data management processes.
- Managed large-scale projects with company-wide impact, including building relocations, multiple phone system transitions, and migration to Microsoft 365 services, ensuring minimal disruption and successful outcomes.

EDUCATION
Ongoing Technical Education   **2018 - Present**
acloudguru.com (Formerly Linux Academy)

Cisco Certified Networking Associate Course   **2007**
American River College, Carmichael, CA

Bachelor, Government (Political Science)   **2006**
California State University Sacramento

PROJECTS
Cloud Resume Challenge
Demonstrate abilities building a website using cloud storage, content distribution, API, NoSQL, serverless functions, infrastructure as code, and CI/CD pipelines: resume.seangroom.com

AWARDS and RECOGNITION
- BRMS SPIRIT Awards for integrity and teamwork, April 2020 employee of the quarter.