

# Connor Egan

Senior IT Administrator

Dedicated IT Administrator with over 7 years of experience working with SaaS and on-prem deployments. Self-driven with an affinity for exceeding challenging business goals and expectations through technology and automation. Contributes strong communication through offering thoughtful perspective and critical thinking for collaborative success.

+1 708 745 2823

connoregan.com

connorjegan@gmail.com

Chicago, IL 60645

## SKILLS

Retail Systems (Toast, Square)

Network Security (CrowdStrike, SumoLogic, Netskope)

Inventory/MDM Systems

Ticketing Systems (ManageEngine Service & JIRA)

Operating Systems Troubleshooting (Mac, Linux, Windows)

Strong Interpersonal Communication Skills

Detail Oriented

## CERTIFICATIONS

Testout Network+

CompTIA A+

## WORK EXPERIENCE

### Clearcover

Senior IT Administrator

(December 2021 - August 2023)

- Senior IT Help Desk Support for 800 Employees (JSM/JIRA)
- On/Offboard all users, purchases hardware, and provisions accounts.
- Stack is Okta, Google, Snowflake AWS, Slack, Zoom, Atlassian, Adyen, Zendesk, Airtable, CrowdStrike, SumoLogic, Netskope, Kandji MDM, and many more services.
- Built automation tools to streamline processes. (Torii, Zapier, Rest API)

### Illinois Science & Technology Coalition

IT Administrator (Volunteer)

(June 2020 - Present)

- Provisions and inventories devices for new employees
- Provides guidance and training for IT initiatives and direction.
- Help Desk support for hardware.

### Intelligentsia Coffee

Senior Systems Administrator

(October 2018 - December 2021)

- Managed entire organizations IT - Corporate, Manufacturing, and Retail.
- Upgrade, Deploy, and Maintain all hardware and software. On/Offboard employees.
- Company used Google, Slack, NetSuite, Toast POS, Windows AD, Adobe, O365, PRTG, 3CX PBX, Meraki MDM, and a HypervV that hosts fileserver, AD, PRTS, PBX, and ticketing system.
- Cisco Meraki network topology, Cisco switches and Meraki APs.

### Whole Foods Market

Prepared Foods(2 Years), Logistics&Receiving (4 Years), Store Systems Integrator (3 Years)

(June 2009 - September 2018)

- Began customer facing in retail and moved to receiving for vendor facing interaction, ending in systems management.
- Installed rollouts deployed by the regional team
- Main role was User Access Control, Rights & Privileges Management
- Images desktops, RMA Hardware, Fix out of warranty hardware.

## EDUCATION

### Northeastern Illinois University

Bachelors in Computer Science

**3.9 - Summa Cum Laude**

(May 2013 - May 2017)

Major in IT

Minor in Network Security