**James Garrigan**

New York, NY +1 (646) 504-7620‬

<https://www.linkedin.com/in/jimgarrigan> [garriganjobsearch@outlook.com](mailto:jimgarrigan@hotmail.com?subject=Response%20from%20Resume)

**Innovative and Multifaceted IT Infrastructure Engineer**

**Scripting | Directory Services | Messaging | E-Discovery | Archiving | Cyber Security | Documentation**

**Patch Management | Business Continuity Planning (BCP) | Disaster Recovery | High Availability**

**Connectivity Devices & Protocols | Network Communications**

**TECHNICAL SKILLS**

PowerShell | Hyper-V | Active Directory | DNS | Windows 2022/2019/2016/2012/2008/2003 R2 | Group Policy | VMware | Exchange 2007/2003 | Enterprise Vault Email / File System Archiving | Compliance Accelerator | Discovery Accelerator | Mobile Device Management (MDM) | Network Applications | TCP-IP | NetApp SAN

**WORK EXPERIENCE**

***IT Support Engineer*** | 7/2023 - Present

[**PHM Services**](http://www.phmservices.com/), New York, NY

***Expert IT Specialist Contractor via Broad Crossing Inc.*** | 7/2021 - 7/2023

**New York City Department of Education**, Brooklyn, NY

***Specialist / Classroom Connectivity - Server QA Deployment Engineer via IIT*** | 7/2019 - 7/2021

**New York City Department of Education**, Brooklyn, NY

***Information Technology Contractor*** | 7/2019 - 7/2023

**New York City Department of Education**, Brooklyn, NY

***IT Support Engineer - IT Training and Job Search - NYC DOE Hiring Process*** | 10/2018 - 7/2019

**Job Search Activity**, New York, NY

***IT Support Engineer*** | 4/2019 - 4/2019

[**PHM Services**](http://www.phmservices.com/), New York, NY

***IT Support Engineer*** | 3/2019 - 3/2019

[**Baseil Associates**](http://baseilassociates.com/), New York, NY

***IT Support Engineer*** | 12/2018 - 3/2019

[**PHM Services**](http://www.phmservices.com/), New York, NY

***IT Support Engineer*** | 11/2018 - 12/2018

[**SourceWave Inc.**](http://www.sourcewaves.com/), New York, NY

***IT Infrastructure Engineer*** | 5/2018 - 10/2018

[**Kipany Productions, Ltd**](http://www.kipany.com/), New York, NY

***IT Systems Field Engineer*** | 5/2017 - 5/2018

[**PHM Services**](http://www.phmservices.com), New York, NY

***IT Messaging Contractor via*** [***Kforce***](https://www.kforce.com/)| 1/2017 - 5/2017

[**New York City Department of Information Technology & Telecommunications**](https://www1.nyc.gov/site/doitt/index.page), Brooklyn, NY

***IT Systems Consultant via*** [***PHM Services***](http://www.phmservices.com/)| 7/2016 - 12/2016

[**Industrial and Commercial Bank of China Financial Services LLC**](http://www.icbcfs.com/), New York, NY

***IT Infrastructure Engineer / Team Leader*** | 3/2011 - 5/2016

[**Lloyds Bank, Plc.**](https://www.lbusa.com/), New York, NY

**EDUCATION**

[Cisco Networking Academy](https://www.netacad.com/) - Cisco CCNA

[Compu21](http://www.compu21.com/) - Cisco CCNA | Microsoft Server 2016 MCSE

[Global Knowledge](https://www.globalknowledge.com/) - Citrix XenApp Training | Exchange 2013 Training - Core Solutions | Advanced Solutions

[Rutgers University](https://www.rutgers.edu/) New Brunswick, NJ - Electrical and Electronics Engineering

**CERTIFICATIONS**

Microsoft Certified System Engineer - Microsoft, License 2164299

**RECOMMENDATIONS**

***From a Director at [ ]:*** James is very knowledgeable with IT systems and would be an asset to any company.

Additional recommendations are at <https://www.garrigan.info/>

Recommendations are also embedded in my LinkedIn background image. <https://www.linkedin.com/in/jimgarrigan>

**Other**

**Videos of sample work products:** <https://www.youtube.com/playlist?list=PLgkRipPFmxPPvjxYbTR-iDrGWWwJMJg0y>

**Interview Requirements:** Video calls require a dial-in telephone number for audio, three business days of lead time, and confirmation via a calendar appointment with the job description attached.

**Preferred Contact Method: Email** [garriganjobsearch@outlook.com](mailto:garriganjobsearch@outlook.com)

**Personally owned equipment policy:**

I do not use personally owned equipment for job-related electronic communications. A few examples of prohibited use are apps, chat, email, text, and video. In other words, job-related data of any type is neither saved on nor does it pass through personally owned equipment.

I may use personally owned equipment for job-related work solely for voice calls via a cellular/landline phone and remote computer sessions via a virtual machine designated only for the job. Only screen images, keystrokes, and mouse actions flow between the remotely connected systems.