
PAUL BRYSON

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Based in Draper, UT

Certifications

MS-900

M365 Fundamentals

AZ-900

Azure Fundamentals

LinkedIn

www.linkedin.com/in/paulbryson/

Profile

I am an experienced and dedicated IT engineer with a focus on infrastructure systems such as network design and management, data center management, security and server management. I have been heavily involved in the Quality Assurance side of IT, implementing, supporting, and executing various validation processes as needed. Throughout my career, I have happily performed all levels of IT support, for a range of employees from executives to manufacturing technicians. I have a passion for learning new things, and sharing my knowledge with others.

Experience

IT Consultant, PDS IT Solutions, Oct 2024 - Present

Launched my own consulting firm to help with small business IT, and single instance projects for larger corporate clients.

IT Systems Administrator, Local Spark Solutions, Mar 2024 - Sep 2024

At Local Spark, I was the primary systems administrator for a company consisting of approx. 50 remote employees. I managed all aspects of Microsoft 365, Zoho One, Kixie, and CallRail. I was also the primary person responsible for our Ringba call management and lead distribution system. Most of my responsibilities revolved around adding and removing employee access, documenting and streamlining IT procedures, adding new partners and accounts to Ringba, and diagnosing issues related to the Ringba system. A key project I delivered in my short time at the company was to integrate EntraID single sign on into the company's proprietary PHP-based application, including building a proof of concept for our development team.

IT Project Engineer, i.t.NOW, Oct 2023 - Mar 2024

At i.t.NOW I worked in the Project Management team, assisting clients with implementing new projects, and upgrading existing systems.

The bulk of my workload at this position has been related to

- Upgrading VMWare to currently-supported versions. Many customers have 6.5 and 6.7 vSphere environments. A project focus for 4Q2023 has been to get these environments upgraded to 8.0 wherever possible.
 - Upgrading Windows Server 2012 instances to Windows Server 2019 and Server 2022, due to the 2023 end of life date for Windows Server 2012.
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- Migrating data from aging on-premise environments to Azure cloud services.
 - Serve as top-level escalation path for Managed Service Provider side of the itNOW business, assisting the Tier 3 technicians as needed.
 - Working with a 41 site hotel chain to replace their check in/out and payment platforms. This involved coordinating hardware installations for a server and multiple CC terminals per site, then working with multiple external software vendors to configure, test, and activate the systems.
 - Transitioning a large healthcare and hospice organization from a legacy voice solution to Microsoft Teams Phone, including auto-attendants and call queues.

IT Systems Administrator, PolarityTE, Nov 2020 - Aug 2023

At PolarityTE, I was one of two system administrators supporting the entire IT environment, from answering Helpdesk cases, system updates, patching, to performing computerized system validation (CSV) on our science-based computer systems. I managed our M365 environment including licensing management, as well as making sure all the systems are kept up to date. Our primary IT management system was a combination of M365 Office app deployment and updates, on-premises WSUS for our Windows updates, and N-able (formerly Solarwinds) N-Central for system monitoring and remote access. As the company wound down business, my tasks included transferring digital and physical assets to a third party that purchased some of our assets.

Highlights of my projects include:

- Developing and composing a set of SOPs to form the framework of an IT Document Control / IT Quality System to facilitate validation of regulated computer systems.
 - Archiving 100+ previously laid-off employee accounts allowing a significant reduction in our O365 license count. This project also included archiving iPhones and reducing our Verizon line count by 50%.
 - Leading CSV efforts to ensure all systems that support an ongoing clinical trial are validated sufficiently to support this trial. This included writing validation packages for Thermo-Fisher based PCR systems, multiple plate readers, and a Bruker MALDI identification system.
 - Evaluating and implementing a LIMS for a COVID testing lab as part a company project during the pandemic. After evaluating cost, ease of use, and speed to implementation, the LabCollector software package was chosen and put in use by the team. I then supported the use of this system, including data backups and PCR integration.
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- Monitoring systems and processes, reacting to issues, and providing a path to improvement when possible. This includes prioritizing which systems may need extended maintenance such as adding VM resources and/or reconfiguration. Additionally, when processes or workflows are determined to be inefficient, I work to improve these workflows by updating and/or rewriting SOPs to change the process.

Director of Support Services, Crossroads Technologies, 2020

From Jan to mid-April 2020, I worked for a Pennsylvania based MSP, providing IT support for home health care customers, as well as providing leadership and training to the Managed Support Services team. During this time I sold Office365 packages to our customers, and assisted with bringing them online in the cloud.

Owner & Primary Engineer, bryscountry LLC; 2019-2020

I started my own firm to provide single-instance IT problem solving for small businesses in the San Francisco Bay Area, and then later in the northern Puget Sound area. After moving to Salt Lake City, UT, I opted to not continue this type of work.

Sr Information Systems Admin, Nektar Therapeutics, SF CA — 2017-2019

Following a minor restructuring of the department, I returned to my role as an infrastructure engineer, with a stated focus on security. During this time I led the department in embracing Azure and cloud technologies, working with Microsoft to make the most of our investment in EO365 E5 licenses, including the EM+S package. My duties also included supporting the implementation of various lab and scientific software packages.

Manager, End User Support, Nektar Therapeutics, SF CA — 2015-2017

In addition to my network and security responsibilities, I was offered the opportunity to manage our 9 member help desk and desktop support team, located in the CA, AL, and India offices. This provided an insight into personnel management, hiring, and performance management functions at the company.

Sr. Information Systems Admin, Nektar Therapeutics, SF CA — 2010-2015

In this role I had become one of the two senior engineers in the department, providing second and third-level escalation support for the help desk, while occasionally filling in on first level when needed. During this time we moved the entire company from San Carlos, to a new facility in San Francisco, CA. I was a member of the team designing the data center, and IT services throughout the facility. I was the primary engineer responsible for bringing online a new multi-building campus in central India. I was also responsible for completing a full network upgrade at the company's Alabama office, with all work being performed from California. This upgrade consisted of removing mismatched legacy hardware

and replacing with Cisco hardware from end to end. I became informally responsible for the company's cybersecurity efforts during this time.

Information Systems Admin, Nektar Therapeutics, San Carlos CA — 2006-2010

Following the sale of the company's California-based manufacturing division, I moved into an infrastructure role in the IT department. I was the primary engineer responsible for design and maintenance of the global network, while continuing to provide first and second-level help desk support. This network consisted of Cisco Catalyst 6500 chassis deployed throughout the environment with SUP32 and SUP720 controllers as appropriate. Edge security was provided by redundant Cisco ASA firewalls behind Cisco 3800 series routers.

HelpDesk Admin, Nektar Therapeutics, San Carlos CA — 2003-2006

This role started as a two-week contract working on the Help Desk, ultimately leading to 15+ years at the company. During this period I mainly provided IT support for the manufacturing division of the company. This evolved into performing maintenance and monitoring on the SCADA servers backing the manufacture of pharmaceutical products, while continuing to provide first-level help desk support.

Contracts and IT Admin, SE Laboratories, Santa Clara CA — 2002-2003

My primary role here was to format and parse bidding spreadsheets for an independent calibration lab, in the sales department. My secondary role was to provide all IT support for the entire 50 person company.

Network Engineer, KLA-Tencor Corp, San Jose CA — 2000-2001

I provided network and general IT support for field service engineer team. Our product was a hardware diagnostic tool for semiconductor fabrication capital equipment. My "customers" were my KLA-Tencor coworkers, who were on site at semiconductor fab facilities owned by Intel, AMD, TSMC, and others.

Instructor, Career Blazers Learning Center, Orem UT — 1999-2000

My primary role was to provide assistance and advice for students, answering any questions about the course material, and helping the students understand the CBT course materials. I consider this more of a coach role than a teacher.

A secondary role included consulting with interested/potential students, highlighting the benefits of becoming Microsoft certified. I also maintained all the workstations in the classroom, walking the students through re-imaging and/or rebuilding when necessary.

Education

High School Diploma — Valley High Class of 95, Sandy UT

Skills

I consider my unrelenting curiosity about technology to be one of my most valuable skills. I generally want to know *why* something works, in addition to how it works. This allows me greater insight into what can go wrong with a piece of technology, as well as how to fix it permanently, rather than “band-aid” it.

I consider myself proficient in many infrastructure technologies, however

Microsoft Azure/M365 Platform

I've been an administrator for the O365/Azure platform since 2015, beginning with an enrollment of 300 new corporate-owned iPhones into the Intune management system. Since then I have been focused on driving corporate adoption of the Office 365 suite beyond just using Word and Excel online. I utilize many of the Admin Centers in the M365 portal to ensure systems are provisioned correctly and kept up to date, resources are available to end users, MFA is applied wherever possible, and so forth. I have been interested in moving an on-prem VMWare based environment into Azure, however have not had a good business need or justification in my career just yet.

GxP & Pharmaceutical/Biotech Environments

Like many industries, biotech and pharma are heavily regulated, requiring strong change management procedures, as well as thorough documentation practices. I have no problems adapting to new documentation and change procedures, and can help develop and refine new systems to meet the company's needs.

References

Personal and professional references are available upon request.
