Jason R. McGinn

IT Coordinator / Systems & Infrastructure Administrator

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SUMMARY

Systems and infrastructure administrator with 18+ years across networking, systems, cloud, and automation. I secure and modernize the environments I run, from Active Directory and Microsoft 365 to firewalls, virtualization, and backup and recovery, with security as the thread that ties it together and everything grounded in documented policy. I build systems that are easy to manage and built around the people who use them.

Core Technologies: Azure · Microsoft 365 · Entra ID · Active Directory · Group Policy · Intune · Windows Server · Linux · VMware · Hyper-V · Cisco · WatchGuard · VLANs · Firewalls · VPN · PowerShell · Python · SQL Server · Veeam · Backup & DR · Incident Response · Security Hardening

TECHNICAL SKILLS

Cloud: Hands-on across Azure, infrastructure automation, data migrations, IaaS/PaaS, and identity management; working familiarity with AWS and Google Cloud.

Microsoft Platforms: Active Directory, Group Policy, Entra ID, and Microsoft 365 administration; security hardening and automated policy and task deployment across Windows Server and client fleets.

Networking: Routing, switching, VLANs, firewalls, and WAN across wired, wireless, and multi-site environments; monitoring via SNMP, SolarWinds, and Snort; multi-vendor, including Cisco and WatchGuard.

Virtualization: VMware, Hyper-V, and Citrix, plus containers (Docker, Kubernetes), with virtual networking, storage provisioning, and resource allocation.

Linux: Advanced command line for administration, networking, and virtualization; hardening with SELinux, Fail2Ban, and iptables, including custom port-knocking for secure remote access.

Security & Resilience: Incident response, backup and disaster recovery, least-privilege access, and endpoint protection (Microsoft Defender and others); Veeam backup.

Data Management: SQL Server administration, tuning, migrations, and backup/recovery; reporting built directly from data via SQL, PHP, and Crystal Reports; Azure Data Lake, SQL Database, and Blob Storage; familiar with Power BI.

Artificial Intelligence: LLMs and SLMs via local, containerized, and cloud deployment; tested custom API integrations into command line and web applications; prompt engineering.

Training & Development: Comfortable delivering IT instruction, from formal classroom teaching to team onboarding, and documenting setup and configuration procedures so deployments stay consistent and repeatable. Able to explain complex systems clearly to technical and non-technical audiences alike.

CERTIFICATIONS & EDUCATION

- Microsoft Azure Fundamentals (AZ-900), 2023
- Dynamics 365 Finance & Operations Fundamentals, 2022
- CompTIA A+, 2010
- Instructional Certificate, New Brunswick Talk About Teaching, 2009
- Information Systems Specialist Diploma, 2001-2002

WORK EXPERIENCE

Technical Service Representative (Level II), Xerox
2024-Present

- Diagnose and repair office and production printing systems, minimizing customer downtime; certified on 114 printer models.
- Configure and troubleshoot networked printing environments, including file share and scan to email.

Infrastructure Consultant, Thinkmax
2021-2023

- Designed enterprise infrastructure for Microsoft Dynamics 365 migrations.
- Integrated Azure services and built DevOps deployment pipelines for streamlining release cycles.
- Managed development to production environments, including Azure Data Lake and SQL administration.

IT Consultant, Vision33 / Absolute Computer Solutions
2017-2021

- Recovered a client from ransomware with no ransom paid: contained it, restored from backup in 6 to 8 hours, and fixed the root causes with Group Policy and least-privilege access.
- Ran a zero-downtime server refresh (new ESXi host, RAID 10, rebuilt VMs, domain-controller cutover), with backups test-restored before retiring old hardware.
- Traced recurring VoIP call drops to firewall and QoS behavior and restored call quality without disrupting other traffic.

Network Administrator, Imvescor
2014-2017

- Managed a 30+ user office network in Moncton, coordinating with the Montreal head office.
- Built a site-to-site IPsec VPN to head office, tested offline in an emulator before an after-hours cutover.
- Configured Cisco equipment via console; diagnosed outages and security issues to cut downtime.

Business Analyst, Blue Cross
2012-2014

- Developed SQL queries across enterprise databases containing pharmaceutical claims and patient records to analyze business data.
- Created reports that transformed raw data into actionable insights for decision makers.

Network Administrator, Maritime Door & Window
2010-2012

- Managed infrastructure and user support for a 20+ employee manufacturer.
- Cleared a four-hour switching-loop outage, then rebuilt the network with labeled, documented cabling and managed-switch hardening (root bridge, disabled unused ports).
- Built a companion database and PHP reporting tool for the Syspro ERP, improving departmental efficiency.

Instructor & Network Administrator, Eastern College
2008-2010

- Taught the Information Systems Specialist program to 100+ students.
- Automated account creation for 30+ new users monthly.
- Ran an application that required local admin under standard student accounts by granting only its needs via Group Policy.
- Built a custom Excel course for a regional accounting firm; managed network infrastructure and security.

Database & Systems Technical Representative, Kroll
2004-2008

- Supported Kroll, pharmacy management software that runs the pharmacy function, including drug plan deals and patient management.
- Troubleshot and resolved issues across the application's databases and underlying systems.

Windows XP Support, Level III (R&D), Convergys
2003-2004

- Provided Level III support for Windows XP within Microsoft's research and development program, the top escalation tier for complex operating system issues.