CRAIG A. NIEDRINGHAUS
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EXPERIENCE:
Milwaukeenet/RiverWestNetorks IT Support and Help Desk Community Service
Owner/Partner   *January 2002 to Current*
Focusing on small Non Profits IT Needs…Open Ticketing system online for Total Computer and Network Support and Training   for Non Profits and Community Organizations   ..
Work with Clients to get ITIL standards and 5S compliant

Robert Half Technology
IT Consultant/Troubleshooter
Since 2015 On call

Milwaukee Catholic Home
Sisters of St Francis of Assisi
Clement Manor   all   (Non Profit)

IT Network Manager/Designer and Helpdesk(ITIL) Manager   April 2011 to *current*

- ✓ Hands on management of a Dynamic and evolving Windows **Active Directory** multi domain multi-site network utilizing Windows Server 2019, 2016 and CentOS for open source monitoring tools

- ✓ Perform **PowerShell** and other Command Line operations direct on **Active Directory and office 365**

- ✓ Active directory and **Group Policy** configuration to provide effective user management and controls

- ✓ Administer company wide network Access Control List(ACL) and audit logs to ensure only authorized credentials pass controls in HIPAA Compliance

- ✓ Administer HIPAA compliant Mobile device controls including **encryption** (Bit locker and a mix of commercial brands) and theft recovery

- ✓ Manage 30 Multilayered **Cisco Catalyst 3560/3570** Switches, at different sites , maintain configuration and Documentation to include **12 VLans and CDP(hierarchical)** layout

- ✓ **SSH shell** into cisco/Auruba switches where I am proficient with the **Cisco and Aruba IOS commands**

- ✓ Control Internet access using **Fortinet 100D** and Watchguard XTM515 Security Appliance Manage Web Access groups, Data Leak Protection , Content Management, VPN

- ✓ Cisco **VoIP Cisco Unified Communications Manager** for a 200 Directory Numbers including wireless phones on 5Ghz wireless

- ✓ Establish/maintain Disk 2 disk / Cloud hosted Backup using HIPAA Compliant DATTO

- ✓ Cisco Wireless 'campus style' network with 85 Access Points connected with a Cisco 4404 Controller and Aruba 7030 Controller with multiple SSIDs/VLANS and dual Banded 2.4Ghz/5Ghz.   (Hotel Model)

- ✓ Coaching , Guidance and Training for level 1 support personnel

- ✓ Setup 24/7 Monitoring service of all Critical Network resource using Open Source **Nagios** in Linux environment

- ✓ Establish **Real-time monitoring and benchmarking** of network performance and traffic trends with MRTG(Multi Router Traffic Grapher) – Open Source

- ✓ Multiple Virtual Servers using **VMware ESXi 6.x , 5.x** Continuous **Monitoring and Benchmarking performance**

- ✓ Implement/manage IT organization **5S and ITIL plan**

- ✓ Setup / Manage Open Source Company Help Desk in accordance with ITIL standards
- ✓ Manage Company compliance and IT assets controls using **ITIL** standards
- ✓ Provide Guidance and Training for level 1 support personnel

Proven Direct

IT/Network   Administrator /Help Desk Manager   April 2001 to *August 2011*

-Setup /Manage Windows 2003/8 with AD, NT, Mac Network	-Design/Implement Company Security/Disaster Recovery Policies
	-Manage Hypwer-V windows 2008r2 server
-Setup/Implement Linux SAMBA File LAMP setups	-Maintain Security and Accountability of All I.T. resources
-Troubleshoot and repair all Hardware Software issues	-Mail Servers, MS Exchange,Generic SMTP
-Support 60+ users desktop systems/apps/network/security	-Routers and Firewall management
-Provide user training and Support	-All Hardware inventory and maintenance(includes backups)

Zip Sort Inc.

Information Services Manager   January 1999 to April 2001

Manage Information Services	-programming in PERL and Visual Basic
Design and Manage Corporate VPN using PPTP over IP	- Troubleshoot and repair all Hardware Software issues

MPS Services   August 1992 to January 1999

Data Processing and Programming Technician

-Data Analysis for Foxpro, Visual foxpro and Access	-Database programming using Visual Basic
-Mailist Management (Postal Soft) Programming	-Parse Data from raw ASCII/EBCDI text files

Fiserv, Item Processing Center

Operations Technician   April 1987 to August 1992

Database Programming , Maintenance, and Report Generation using DB3 and COBOL.
Batch File Maintenance.

United States Army Reserves, 84th Div,HHD
Active Duty Operation Desert Storm/Desert Sheild

Legal Section SSG 3rd BDE HHD   1985 to 1992

EDUCATION:

University of Wisconsin –Milwaukee	1985-1991	*Microsoft Certified Systems Engineer Training*	1998
B.B.A Management & Info Science program		Allied Computer Group	
School of Business Administration		MCSE (NT)	
		Sans Institute	*ongoing*
Milwaukee Area Tech College	Ongoing	*GIAC , Disaster Recover,*	
Network +, Cisco Academy			

- Member Infragard (FBI).
- Member IEEE Computer Society
- Member of Riverwest Neighbors Association