

# Austin Chaney

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## INFORMATION TECHNOLOGY PROFESSIONAL

Dedicated IT professional with extensive experience in numerous technical applications and software, and a background in infrastructure design and security. A motivated problem solver with an aptitude for innovation and solutions development. Communicative and personable, a technology enthusiast aiming to benefit organizations by combining technical and leadership skills to drive productivity and savings.

### Technical Proficiencies

- Windows Servers 2008R2-2019
- Hyper-V/VMWare Management
- POS/PMS/Interfacing
- Imaging Servers & Workstations
- Cloud Management (Azure/GCE)
- Active Directory Domain Services
- Linux (CentOS, Ubuntu, RHEL)
- Scripts (Powershell, batch, bash)
- Network Management & Security
- Infrastructure Design/Management
- Microsoft Office 365
- Clustering (IIS/SQL/RDS)

### Azure Proficiencies

- Azure Active Directory
- Azure Firewall
- Azure Network Security Groups
- Azure Automation
- Azure Virtual Desktop
- Azure Virtual Networks (LAN)
- Azure Update Management
- Azure Virtual Machines
- Site Recovery (Backup)
- Azure Network Gateways (IPSec)
- Azure Log analytics
- Azure Blob/File Storage

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## PROFESSIONAL EXPERIENCE

**GAINSCO**, Dallas, TX, 2021 – Present

### Systems Engineer

Develop, deploy, and document new systems and migrated systems from on-premise to Azure. Providing high level experience to a small team of System Engineers and support to a team of System Administrators and Help Desk team members. Leading experience of PCI compliance within the company and successfully configured secure PCI settings within the environment. Operated in a custom code promotion release cycle for development / production systems.

### Key Accomplishments:

- Designed and Deployed Azure Multi-Factor authentication for both Cisco AnyConnect and ForcePoint VPN using RADIUS
- Standardized PCI compliance and documentation
- Designed and started migration of several on-premise systems from our local datacenter to Azure.

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**STOUT STREET HOSPITALITY**, Denver, CO, 2014 – 2021

## **Corporate Systems Administrator**

Provides technical expertise to the Vice President of Information Technology in both Systems and Networking management. Accurately ensures and maintains PCI compliance for all systems and networking including vendor devices. Building and managing around 50 servers including GUI and headless Windows Hyper-V/Server and Linux in an Azure cloud/on-premise hybrid environment with 300 workstations managed by Active Directory Domain Services. Most importantly, acts as an IT Generalist, with the knowledge of all company systems and network as well as hospitality applications.

### **Key Accomplishments:**

- Designed and migrated an on-premise datacenter to an Azure Cloud hybrid environment with PCI Compliance in mind.
- Successfully converted several properties to Marriott's Tribute Portfolio running on LightSpeed/Galaxy Hotel Systems.
- Acted as interim IT Manager for four months in absence of IT Director, reporting directly to CFO.
- Successfully implemented a "foundation" for the companies' IT environment including over 300+ pages of infrastructure, How To, and Configuration documentation.

## **Senior IT Support Specialist**

Liaised with property managers directly to strategize on all IT issues. Problem solved issues reported by third party vendors. Managed organizations VoIP phone systems. Played key role as projects lead during installs of new POS systems, internet circuits, RFID Key Systems, Free-to-Guest HD TV systems. Planned, coordinated, installed, tested and provided support during all new projects implemented by the organization.

### **Key Accomplishments:**

- Worked directly with over seven Hospitality Management systems including Aloha & Micros HIS POS, IDPMS: Hotel Concept PMS, Opera PMS, Saflok & VingCard Key Systems, and Symantec Endpoint Client and Management Server.
- Streamlined user maintenance, creation, and termination process. Standardized computer and server clone images.

**LET'S JUMP**, Keller, TX

## **Computer Systems & Networking Administrator**, 2010 – 2014

Actively kept all computer networks up to date, running smoothly, and minimized impact of IT issues.

### **Key Accomplishments:**

- Managed websites and Search Engine Optimization.
- Successfully executed set-up of VoIP service.

**Front Office Manager**, 2011 - 2012

Managed opening and closing responsibilities including use of POS system. Coordinated rental reservations through company system. Liaised with catering and other external vendors to coordinate details of each event. Conducted weekly inventory check for all items to manage stock.

**THE MAGNOLIA HOTEL DALLAS**, Dallas, TX, 2013 – 2014

## **Front Office Supervisor**

Ensured operational tasks were performed accurately and efficiently with great attention to detail. Conducted evening MOD for each department, provided financial credit limit reports, forecasted financial revenue and budget, managed call center/PBX.

### **Key Accomplishments:**

- Awarded "Associate of the Month", presented by the general manager, for exceptional work ethic and dedication.

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- Exceeded beyond job description to assist management and other departments ensure all guests received exceptional service.
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## EDUCATION

**Associate Degree**, 2011 - 2013 | Tarrant County College, Fort Worth, TX

*One and half year of two completed*

**High School Diploma**, 2009 - 2011 | Keller High School, Keller, TX, 3 year graduation program