

Ivan LaFollette

(240) 308-0476 - ivanlafollette@gmail.com | [linkedin.com/in/ivan-lafollette](https://www.linkedin.com/in/ivan-lafollette)

CAREER SUMMARY

10+ years of experience as an IT technician, systems administrator, and network administrator. Management experience. CompTIA A+, Security+, Network+ certifications. Microsoft 365 and Amazon AWS certified. M.S. in Digital Media Management.

TECHNOLOGY SKILLS

- Administration of Microsoft Azure AD and Microsoft 365 users, groups, and licenses.
- Management of Windows Active Directory (AD) and Exchange servers.
- Network administration of LANs and WANs via TCP/IP, DNS, DHCP, etc.
- Cybersecurity for users, apps, data, endpoints, and network systems.
- Device deployment via Microsoft Endpoint Manager (MEM), Autopilot, and Intune.
- Hardware and software installation on desktops, laptops, and mobile devices.
- Supporting Microsoft Office apps and services on Windows 7, 8, and 10.
- Managing Microsoft SharePoint and Teams users and groups.
- Ensuring secure Identity and Access Management (IAM) for users and endpoints.
- Safeguarding data via HIPAA and NIST guidelines on PHI and PII.
- Configuration of peripherals such as printers, scanners, VOIP, and video cameras.
- Providing effective desktop, email, remote, and telephone customer service.

WORK EXPERIENCE

Carroll County Youth Service Bureau – IT Engineer | Westminster, MD | 3/2021 – 4/2023

- Ensured the digital and physical security and CIA of HIPAA-governed data.
- Provided helpdesk responses for clinician IT issues via ConnectWise tickets.
- Oversaw hardware and software support for Windows 10 workstations.
- Administrated Azure AD and Microsoft 365 user accounts, groups, and licenses.
- Diagnosed and repaired PCs, laptops, and mobile devices: Android, iOS, macOS, Windows.
- Assisted offsite and remote clinicians in the field making site visits.
- Managed wired and wireless networking hardware—servers, switches, routers, and APs.
- Supported peripherals such as copiers, printers, projectors, and video cameras.
- Coordinated technology onboarding, offboarding, and ID badge management.
- Administration of Teams and SharePoint channels, users, and groups.
- Created documentation on Microsoft 365, cybersecurity, and technology usage.
- Communicated with the agency’s MSP for elevated technology responses.
- Coordinated third-party providers for hardware repair and replacement.
- Provided an advisory role to the agency’s COO for technology planning.

University of Oregon – Media Technician, various roles | Eugene, OR | 2014 - 2017

Media Services, Lane Community College – Media Producer | Eugene, OR | 2012

Lane Student Computer Center – Desktop Support | Eugene, OR | 2011

PCOE/The Donaldson Group – IT Technician, Network Administrator | Rockville, MD | 2006 – 2010

- Delivered IT support for over 300 end-users at eighteen different remote locations.
- Regularly traveled to resolve desktop and infrastructure issues at rental offices.
- Managed a Windows Active Directory (AD) Server 2003 and Server 2008 environment.
- Created and maintained AD groups, user licenses, and permissions.
- Configured and supported Cisco networking devices.
- Administered the LAN and endpoints at the corporate headquarters.
- Provided offsite support for POTS telephony and internet connectivity services.
- Configured Windows desktops, laptops, mobile devices, and their applications.
- Deployed Windows XP workstations and implemented Windows 7 migrations.
- Supported e-mail accounts on Microsoft Exchange Server and Outlook online.
- Installed a company intranet using Windows SharePoint Services (WSS).
- Monitored and resolved WAN (RADIUS/PPTP VPN) remote access.
- Managed peripherals such as printers and TVs for video conferencing.

Absolute Quality/USRobotics – Helpdesk Agent, IT Technician | Hunt Valley, MD | 2005 - 2006

- Resolved customer tickets and technical issues related to wired and wireless routers, modems, switches, and APS.
- Diagnosed operating system, server, hardware, and networking protocol issues.
- Delivered prompt e-mail and telephone technical support to customers.
- Collaborated with team members for Tier I and Tier II case resolutions.
- Contributed to the knowledge base by creating articles for known or emerging issues.

Helpdesk Agent, IT Manager, System Administrator, Network Administrator | Sensible Software | Frederick, MD | 2000 - 2003

- Assisted customers by providing Tier I and Tier II technical support for various issues: software installation, database indexing, and how-to usage inquiries.
- Administrated Windows NT, Server 2000, and Server 2003 environments.
- Oversaw domain controllers, file sharing, and the Windows Exchange server.
- Managed the LAN switches and routers, and the Internet gateway.
- Provided desktop support to internal company users and their workstations.
- Orchestrated the software support department for e-mail and telephone responses.
- Developed documentation, FAQ, and knowledge base (KB) for processes, software bugs, and user inquiries.
- Revamped the company website using CSS, HTML, and JavaScript.

DEGREES AND CERTIFICATIONS

Master of Science, Digital Media Management - Arkansas State University.

Bachelor of Science - University of Oregon.

CompTIA A+, Network+, and Security+ Certifications.

Microsoft 365 Fundamentals Certification.

Amazon AWS Practitioner.