

Riley Dinkelbach

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Profile

Detail oriented and knowledgeable info-tech technician with eight years of experience for many industries including banking, construction, fin-tech, and medical. Ambitious and ready to improve processes and increase efficiency. Ready to learn expectations and industry specific policies. Personable and well-spoken team player with leadership experience. Familiar with DoD and HIPAA security expectations and policy.

Experience

L2 TECHNICIAN | INTERMEDIA GROUP, INC. | FEBRUARY 2024 – PRESENT

- Worked with over 150 customers in an MSP setting across various medical industries to develop and maintain large networks.
- Engineered and deployed new office buildouts for a local customer, including servers, networking, endpoints, and backup infrastructure.
- Maintained a datacenter hosting remote apps, and remote services.
- Mentoring and training new technicians on internal processes and the skills of the job, ranging from desktop support to datacenter maintenance.

SYSTEM ADMINISTRATOR | ATLANTIC ELECTRIC / COMFORT SYSTEMS USA | NOVEMBER 2020 – JANUARY 2024

- Sole IT contact for all business needs for 300 users and four locations: Server and Network infrastructure, Desktops, Laptops, and Mobile devices, Printers, and Telecommunications.
- Established compliance with DoD security standards for the organization.
- Managed and maintained Cisco Meraki network and Nutanix Hypervisors.
- Established security policies, backup infrastructure, and disaster relief plans.

SERVICE DESK TECHNICIAN APPRENTICE | BLACKBAUD, INC. | AUGUST 2018 – MAY 2020

- Worked on the Service Desk team handling desktop support and access management for an organization of 3000+ across the country and internationally.

Skills & Abilities

- VMware, Hyper-V, and Nutanix Hypervisors
- Veeam Backup deployments
- Microsoft Exchange, Entra, Azure, and SharePoint administration.
- Unifi and Cisco Meraki Networks.
- Documentation and Asset Management
- PowerShell and Python Scripting
- Windows, Mac, and Unix based systems and server support.
- Active Directory / Group Policy Admin

Education

Associate's Degree | Trident Technical College, Charleston, SC

CompTIA Systems Specialist | Trident Technical College