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Gregory Saier

Experienced IT Support Administrator

Experience

March 2018 – present

Lantium

Blue Bell, PA

Systems Support Engineer

- All levels of Windows server and desktop support
 - Active Directory administration (on premise, hosted, and Azure AD)
 - Backup solution and disaster recovery support
 - Email administration (Office365, hosted and on-prem Exchange)
 - Network engineering and security
 - Virtualized Windows environments (VMware, HyperV, VirtualBox)
 - Application, ERP, and database support
 - RD Gateway, VPN, Citrix, and other remote-work technology support
 - Mobile device administration and support
 - Participates in on-call rotation for afterhours support
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July 2017 – March 2018

Cardconnect

King of Prussia, PA

CardPointe Gateway Support

- Supported financial technology products for accepting credit, debit, ACH, and EBT
- Worked with ISVs, merchants, developers, and integrations teams to troubleshoot requests coming from credit card devices, shopping cart plugins, hosted payment pages, and APIs to the secure payment gateway
- Facilitated PCI-DSS compliance scans for vendors and merchants
- Participated in on-call rotation for emergency escalations from afterhours support

Aug 2016 – June 2017

Zog Inc.

Montgomeryville, PA

Technical Support Specialist

- 1st and 2nd level helpdesk and desktop support
 - Performed proactive maintenance on servers and workstations
 - First responder to system-generated alerts
 - Active Directory, Terminal/RD, and Exchange Server support
 - Network engineering and security
 - Virtualized Windows environments using VMware and HyperV
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Feb 2015 – Aug 2016

Drexel Business Machines

Upper Darby, PA

Point of Sale System Administrator

- Configured and installed custom point-of-sale systems per customer's specs
 - Continually increased efficiency by developing new standards and documentation for staging systems before deployment
 - Developed universally adopted backup procedures to address repeat issues
 - Resolved a large backlog of issues with existing customers
 - Researched, implemented, and documented new technologies as needed
 - Had PCI-DSS compliancy tests performed and rectified any found issues
 - Participated in on-call rotation for emergency support
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Sept 2011 – March 2014

Signature Systems, Inc.

Newtown, PA

Installation Manager

- Collaborated with customers and other department heads to provide proprietary custom point-of-sale systems, including online ordering integration and multi-location enterprise management
- Directed a team of 10 field technicians on all new projects covering 40 states
- Provided advanced network and SQL troubleshooting support directly to field technicians
- Configured SQL databases along with proprietary software configuration and testing

- Traveled onsite nationwide to train and audit technicians and perform customer surveys
- Created and maintained updated documentation for both techs and customers
- Continually worked to increase efficiency and improve staging and installation processes through a period of exponential company growth

Installer

- Traveled nationwide to install custom point-of-sale systems order stations, servers, printers, and drive through headsets/timers
- Installed new CAT5 network cabling
- Trained owners and employees and on how to use their new systems
- Assisted in staging and testing systems before shipping
- Assisted in the 24/7 call center providing remote support
- Became the only technician out of 10 that was trained to install every technology offered by the company- order stations, servers, printers, drive through headsets and timers, DVRs, and cabling

Special Skills

Technical

- Proficient in many network protocols and services including LAN, WAN, VPNs, DNS, DHCP, FTP, routing, switching, port forwarding, firewall configurations, and security
- Familiar with many brands of network appliances including SonicWALL, Juniper, Dell, Barracuda, Cisco, and Meraki, and Datto BCDR appliances (Datto DCDS and DCAT certified 2021)
- Highly proficient in MS Word, PowerPoint, Excel, and Outlook
- Experienced in SQL, PowerShell, and task automation

Soft Skills

- Strong work ethic – always punctual, organized, and ready to go the extra mile
- Excellent at problem solving and troubleshooting
- Highly adaptable and eager to learn new skills and technologies
- Professional and courteous with an agreeable demeanor
- Excellent communication skills and an ability to adjust for different audiences