

# JARED CLEVERLEY

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## TECHNICAL PROFESSIONAL

Confident, motivated and goal-oriented leader with a strong professional background and over 20 years of diverse IT, including implementation, support, documentation and complex migration across hundreds of environments. Proven ability to lead migrations between various platforms and infrastructures with minimal downtime through exceptional time management and planning. Thrives under pressure in fast-paced, time-sensitive settings, consistently resolving escalated issues with efficiency and composure. Highly self-directed, yet collaborative, with a customer-centric mindset and a commitment to aligning operations with business needs. Currently seeking a role that leverages technical and project management expertise while providing opportunities for continued growth and impact.

### *Core Competencies*

Leadership, Account Management, Teamwork, Analysis, Problem Solving, Troubleshooting, Customer Service, Time Management, Communication, Deployments, Security, Windows Server & Client OS, Linux, Virtualization (HA Clusters, Disaster Recovery, P2V), Azure, AWS, Security, Networking (Firewalls, VPN, Datacenter Switching, Layers 1-7, MPLS, ELAN, ELine, Routing), PBX Deployment.

## EXPERIENCE

### PLAYSTUDIOS | Sr. Infrastructure Engineer

Jun 2023 – Nov 2024

- Led documentation and Re-IP initiatives across multiple offices, improving network organization and reducing risk of misconfigurations.
- Provided Tier III escalation support and cross-functional coordination for macOS and Windows endpoints using JAMF Pro and Intune.
- Administered and optimized Microsoft 365 and Azure Entra ID environments, implementing Conditional Access policies and MFA to support a Zero Trust security model.
- Streamlined provisioning and deployment processes through automation tools and scripting.
- Deployed and maintained core Windows Server roles including failover clustering, Hyper-V, and domain services to ensure 99.99% uptime.
- Monitored infrastructure health through KPI metrics and addressed performance issues proactively.
- Collaborated with engineers, QA, and project managers to deliver high-quality, on-time product releases.

### GCS TECHNOLOGIES | Sr. Project Engineer

Aug 2009 – Apr 2021

- Led and executed over 300 implementations and platform migrations, ensuring seamless transitions to new systems and infrastructure.
- Delivered more than \$2.5 million in billed professional services through hands-on project work and client support.
- Designed and deployed robust business continuity solutions, including backups, SAN and VM replication, cloud replication, failover systems, high availability configurations, and WAN/LAN load balancing.
- Partnered with sales teams to validate technical scopes and ensure proposed solutions aligned with client needs and infrastructure.
- Implemented physical and logical redundancy strategies across server environments, datacenter and WAN connectivity, virtual and physical infrastructure, and various communications protocols to maximize uptime and resilience.

### HOLMAN'S OF NEVADA | Network Engineer

May 2005 – Aug 2008

- Performed physical and logical installation, configuration, and maintenance of Windows-based network environments across client sites.
- Conducted client consultations to assess needs, developed tailored implementation plans, executed installations, and provided ongoing technical support.
- Delivered a range of infrastructure and network services consistent with the scope and complexity of later senior engineering roles, including system upgrades, connectivity optimization, and technical troubleshooting.

### CLAIMS SERVICING OF AMERICA | Network Technician II

Apr 2004 – May 2005

- Provided Level II technical support to over 200 employees, resolving issues related to connectivity, server availability and overall network stability.
- Served as Lead Technician, overseeing quality of service, mentoring junior technicians, and ensuring consistent support standards.

- Recognized as Employee of the Month both March and April of 2005 for exceptional performance and leadership.

**RANCHO SANTA FE TECHNOLOGY | Field Network Technician****Sept 1999 –Apr 2002**

- Supervised the Wells Fargo IT maintenance contract across 80+ locations in Southern Nevada and surrounding areas
- Managed on-site workflows and technical equipment relating to ATM installations and de-installations, WAN circuit repairs and structured cabling projects.
- Performed hands-on support for workstations, laser printers and a variety of networking hardware to ensure consistent performance and uptime.

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**CREDENTIALS**

- *Amazon Web Services Solutions Architect*
- *VMWare Certified Professional 5.0, 5.5, 6.0*
- *Microsoft Certified Systems Engineer*
- *CompTIA A+, Network+, Security+ Certification*
- *Certified SonicWALL Security Administrator*
- *Avaya Certified Associate*

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**SKILLS AND TECHNOLOGIES****Systems & Network Architecture**

- Datacenter design, documentation, and infrastructure planning
- Private cloud architecture & virtualization (VMware vSphere, Hyper-V)
- Windows Server roles (GPO, DNS/DHCP, Failover Clustering)
- Identity & access management: Active Directory (on-prem & Entra ID)
- Cross-platform endpoint management (JAMF Pro, Microsoft Intune)
- Linux systems administration (Ubuntu, CentOS)
- Redundant LAN/WAN/Metro network infrastructure
- Secure network design: VLAN, ACLs, VPN, Zero Trust architecture

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**High Availability & Infrastructure Resilience**

- VMware vSphere clusters: vMotion, HA, DRS
- Hyper-V failover clustering
- Firewall administration: Fortinet Fortigate, SonicWall, Cisco ASA/Meraki
- Redundant WAN links, backup circuits, and DNS failover (Route53)
- SAN connectivity: iSCSI, Fibre Channel, direct-attached storage
- Native SAN snapshots, asynchronous replication
- Distributed File Systems (DFS-R), RDS server farms
- Site-to-site replication, VM snapshot automation

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**Data Protection & Disaster Recovery**

- Backup & DR solutions: Veeam, Unitrends, Acronis, Datto
- VMware SRM, vSphere Replication, Azure Backup & Site Recovery (ASR)
- AWS Backup, Glacier, and long-term archiving
- SAN volume replication, RAID architecture
- Immutable backups, ransomware defense strategies
- Offsite duplication: file-level and VM-based

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**Cloud Platforms & Automation**

- Microsoft 365 and Azure administration
- PowerShell, Bash, and Python scripting for automation
- Basic experience with IaC: AWS CloudFormation
- Endpoint provisioning automation (JAMF policies & scripts)
- Software deployment & compliance: SCCM/MECM
- Infrastructure monitoring: PRTG, Nagios, CloudWatch, Zabbix

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**Security & Compliance**

- Network access control (802.1x), Conditional Access, MFA
- SSO & identity integrations: Azure AD, Okta
- ChromeOS security policy enforcement
- Zero Trust architecture planning & execution
- Security auditing, alerting, and compliance reporting

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#### TELEPHONY & VOIP SYSTEMS

- Administration of Avaya, Asterisk, Twilio, and PureCloud platforms (Interactive Intelligence)
- PBX systems to hybrid migrations
- SIP trunking: setup, diagnostics, and troubleshooting
- IVR system creation, optimization, and ongoing maintenance
- Class of Service (CoS) design and enforcement for QoS in voice environments
- Telephony network segmentation and traffic prioritization across VLANs
- Integration with CRM, call routing logic, and automated call flows

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#### Client Engagement & Stakeholder Collaboration

- Led discovery sessions to scoped goals and technical needs
- Ran client-facing meetings and aligned deliverables with expectations
- Collaborated cross-functional teams for implementation success
- Integrated solutions with minimal disruption across MSP environments
- Translated technical concepts for non-technical stakeholders
- Delivered clear documentation and updates for strategic decisions
- Built strong client relationships through communication and proactive support