Connor Mason

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EDUCATION

MARQUETTE UNIVERSITY
BS - Double Major
Computer Science & German
May 2016 | Milwaukee, WI

CERTIFICATIONS

CCNA ROUTING & SWITCHING
MTA: Networking Fundamentals

LANGUAGES

English
German

EXPERIENCE

BRAINSURF INFORMATICS | Desktop Support Engineer
January 2017 - December 2020 | Chicago, IL

- Provided front-line remote support for 37 manufacturing companies, and saw all issues through using a collaborative support model
- Remotely analyzed infrastructure problems and recommended, ordered and implemented solutions
- Diagnosed network issues remotely using diagrams, DHCP, DNS, SNMP and Ubiquiti UniFi controllers
- Responded to power outages by shutting down servers in order to ensure data integrity
- Developed a replacement policy for battery backups to aid with budgeting
- Performed full on-site infrastructure shutdowns in order to install backup batteries
- Managed print servers and Group Policy printer installations, and migrated print server services between servers
- Configured Windows 10 and MacOS computers joined to customers' Active Directory domains
- Processed hundreds of new user setups and terminations within Active Directory, Exchange 2010, Exchange 2013, Office 365 and Google Workspace
- Participated in an after-hours call rotation for mission critical support
- On-boarded new customers, and gained users' confidence and trust

MARQUETTE UNIVERSITY | Student Security Analyst
September 2015 - May 2016 | Milwaukee, WI

- Scanned for vulnerabilities with Rapid7's Nexpose and Metasploit
- Developed a bash shell script to automate the enforcement of Marquette's Acceptable Use Policy on the illegal downloading of copyrighted material
- Organized phishing campaigns with Metasploit to teach thousands of faculty and staff about the dangers of social engineering attacks
- Audited changes made on servers with Tripwire
- Refined Marquette's AlienVault configuration by identifying false positive network traffic and addressing machines infected with malware

MARQUETTE UNIVERSITY | Student Tech Support Specialist
September 2013 – September 2015 | Milwaukee, WI

- Managed queues of incidents, service requests, and computer deployments simultaneously
- Served as a subject-matter expert in daily operations for other student specialists
- Removed malware from faculty computers
- Managed user account passwords and organized computers in OUs with Active Directory
- Promoted to Student Security Analyst