

KEITH BEAUDOIN

31 Subury St
Portsmouth, NH 03801

Cell (603)340-1741
bowdwin.munited@gmail.com

PROFESSIONAL SUMMARY

Successful team oriented Sr Software Engineer with 16 years of experience seeking opportunity to grow and contribute in a Software Developer role. Looking to build on existing technical and strong interpersonal skill set and move into a full stack developer role

CORE QUALIFICATIONS

- ☐ Agile Software Development
- ☐ Robotics Processing Automation Blue Prism Developer
- ☐ Chef infrastructure as code developer
- ☐ Full Stack Developer Student at UNH Bootcamp
- ☐ XenMobile Enterprise Mobility Management Implementation & Management
- ☐ Risk Mitigation of Mobile Devices
- ☐ Windows Administration, Active Directory, DHCP, DNS, Windows Deployment Services, ESXi, VMware
- ☐ Hardware installation of HP-Proliant DL class & IBM servers
- ☐ Firewall Administration of Juniper SSL VPN

PROFESSIONAL EXPERIENCE

Liberty Mutual Insurance Portsmouth, NH

A global insurance company with 50,000+ employees

2012- current

Sr. Software Engineer

Technical Lead for Robotics Processing Automation (RPA) on an agile team. Develop bot processes to automate processes for business to increase productivity as a whole

Infrastructure as code developer using Chef. Automation of deployment of VM's with all the necessary software for customers to start training or developing for RPA

Project lead for Windows Phone 8 BYOD & Company Issued deployment, created project plan to meet flagship objective, configured and deployed solutions through MobileIron provided testing to assure quality of service, constructed user guidance, communications, and surveys, looked for opportunity improvements, worked with vendor to resolve technical issues/bugs related to MobileIron

Project Lead for Mobile Lync Pilot implementations & deployment through MobileIron, worked with various teams, constructed all communication, operations and user documentation, constructed survey

Implemented and deployed Company & BYOD Android phones through MobileIron using a containerized solution, providing risk mitigation solutions for deployment, assisted with user documentation and Pilot rollout

Consistently work with SBU's to improve product improvement by implementing Mobile Technologies to increase productivity

Operationalized Perfecto Mobile for Liberty Mutual development groups, created processes and documentation for deployment groups, maintain devices/users, assist with troubleshooting network/firewall issues

Bard Electrophysiology

A medical device company with 14,000+ employees

Lowell, MA

2008 - current

Network Specialist

Chosen as the Project Manager/Technical lead of Windows 7 test team by regional IT manager for corporation

Designed and implemented Windows Deployment Services for deployment of Windows Gold images

Installation and configuration of new virtual servers using ESXi,VMware

System Administration of Active Directory, WSUS, Symantec End Point Protection, File Servers, Active Directory, DNS, DHCP, Backup Exec for 3 sub divisions

Resolved multiple support tickets at once covering 3 different sites related to networking, server, spyware, Office, hard drive, memory, custom software, wireless connectivity with Dell, Lenovo, HP desktops/laptops

Deployed Windows 7 & XP machines using Sysprep/Windows Deployment Services, Acronis, Symantic Ghost

Implemented automatic installation of software using AutoItScript and VB scripting through GPOs

CIS Technical Services

Nashua, NH

Help Desk Support Specialist

2008

Managed multiple support tickets at once to off-site customers

Analyzed and resolved all desktop issues using Kaseya remote agent in a timely manner related to spyware, networking, Office, hard drive, memory and custom software

Escalated power supply and advanced connectivity issues to onsite technicians

New user setups in Active Directory

Configured new user email addresses via POP, IMAP or Exchange

Analyzed and resolved email issues related to POP, IMAP or Exchange

Corporate Data & Voice Solutions

Salem, NH

Help Desk Support Engineer

2006 -2008

Collaborated with a team that consistently achieved a 92% or higher customer satisfaction rating in ShoreTel installations and customer user support

Received support calls for networking, desktop and ShoreTel VOIP. Analyzed and resolved all desktop issues in a timely manner related to spyware, ShoreTel call manager, networking, Office, hard drives, memory, custom software & backups using Bomgar remote agent.

Traveled on site when issues could not be resolved remotely for further troubleshooting

Provided customer support for SonicWall firewall filtering and VPN's

New user setups in Active Directory and in ShoreWare Director.

Built HP ML 360 G5's & DL 380's & installed Server 2003 R2 as well as ShoreWare Director
Cat 5/6 cable runs using the 568-B standard

EDUCATION

Bachelors of Science in Business with a concentration in Information Technology. Southern New Hampshire University, Manchester, NH (2006)

Associates of Science in Computer Information Systems
New Hampshire Technical Institute, Concord, NH (2004)