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Description automatically generatedCarl Iverson Jr. Curriculum Vitae**

**EDUCATION**

- Associate in General Studies & Associate of Arts 2010 Mesa Community College

- Bachelor of Science in Technological Entrepreneurship & Management 2018 Arizona State University – Ira A. Fulton Schools of Engineering (Magna Cum Laude Honors – 3.60 GPA)

- Master of Science in Global Technology & Development 2019 Arizona State University – School for the Future and Innovation in Society (3.75 GPA)

- Master of Science in Cyber Security 2022 University of Arizona – Eller College of Management & College of Engineering (3.65 GPA)

**ACDEMIC EXPERIENCE**

**Arizona State University – Ira A. Fulton Schools of Engineering 7001 E Williams Field Rd, Mesa, AZ, 85212**

**Assistant Teaching Professor (August 2023 – Current)**

Bachelor of Science in Information Technology Degree Program at the ASU – Ira A. Fulton Schools of Engineering, Polytechnic Campus

• IFT 103: OS Architecture

• IFT 202: Foundations of Information and Computer Systems Security

• IFT 220: Configuration Management and Active Directory

• IFT 394: Introduction to Cyber Security

**Arizona State University – Ira A. Fulton Schools of Engineering 7001 E Williams Field Rd, Mesa, AZ, 85212**

**Faculty Associate – Part-Time (July 2020 – August 2023)**

Bachelor of Science in Information Technology Degree Program at the ASU – Ira A. Fulton Schools of Engineering, Polytechnic Campus

• IFT 103: OS Architecture

**Arizona State University – Ira A. Fulton Schools of Engineering 650 E Tyler Mall, Tempe, AZ, 85281**

**Automation Systems Analyst – Full-Time (November 2019 – August 2023)**

Task Automation and Workflow Refinement  
• Create Workflows connecting multiple systems (e.g., System Center, vSphere, and ServiceNow) and automating tasks.  
• Create custom forms and views using SharePoint, ServiceNow, MS Forms, and PowerApps  
• Utilize technologies like Microsoft Flow, Slack Workflow Builder, and workflow systems in ServiceNow and SharePoint to create automation solutions  
• Build integrations with MS Teams and Slack utilizing webhooks and JSON  
• Utilize Orchestrator Runbooks to maintain repository of workflows based on custom PowerShell code.  
Manage System Management services (e.g., System Center, JAMF, Ansible)  
• Create Configuration Baselines for Security, System Configuration, and Remediation  
• Create Task Sequences for OS Deployment and Configuration  
• Design Automation Workflows for Managing Collections, Delegation  
• Create Application Deployment packages and manage, monitor Application Deployment services.  
• Design and Manage OS Deployment Service  
• Create Formatted Reports from System Management Tools like SCCM, JAMF, AD  
Manage Active Directory  
• Design Automation Workflows for Managing OUs, GPOs, Security Groups, Accounts, Delegation  
• Create Reports on AD structure/usage  
• Create/Manage Group Policies for managing computer and server configurations; Design GPOs for groups of multi-purpose computers and servers  
• Monitor and Remediate AD Health issues  
• Design Automation Workflows for Managing Storage Structure and Permissions  
Install, Configure, and Maintain Windows Servers  
• Server System Management whether Physical, Virtual, or in the Cloud.  
• Implement Deployment Tools and Create Task Sequences for Automated OS Deployments, including services like SQL, IIS, etc.  
• Manage Configurations through Creation of Baseline Configurations and Group Policies  
• Monitor and Maintain Security, Storage, Performance, Disaster Recovery, Compliance.  
• Manage and Monitor License Managers

**Arizona State University – Ira A. Fulton Schools of Engineering 650 E Tyler Mall, Tempe, AZ, 85281**

**Systems Support Analyst - Full-Time (September 2014 – November 2019)**

Installs, configures and performs routine maintenance on systems hardware and software for engineering classroom and lab environments. Created and maintained group policies for engineering classrooms and labs. Installs, configures, and maintains workstation hardware, software and peripherals for engineering classrooms and labs. Evaluates classroom, lab, student, and employee workstation support needs; plans and implements maintenance, upgrades and training. Resolves hardware/software problems with engineering classrooms, labs student workstations, and employee workstations. Utilized MDT and SCCM for automated software installation and imaging of engineering classrooms, labs, student workstations, and employee workstations. Involved with coding and scripting software for automated installations of software packages for engineering classrooms and labs. VBS/PSH scripting/coding of automation and GUI. Integration of VBS/PSH scripted software packages into SCCM for mass deployment. Utilizes Windows Server 2012 environment for the administration/management of Active Directory (User/Computer Objects), Group Policy Objects (automation of windows profile configurations, drive mappings, printer mappings, desktop customizations, profile security compliance standards, automation of license manager configurations, automation of scripted software installations, and configurations of lab/classroom/instructor workstations), and maintaining Group Policy Object Security Baselines. Website administration, design, & development. Implements and monitors computer security, support for bit locking, and maintains associated required documentation on procedures. Acted as liaison between faculty and vendors on finding solutions for students, classrooms, and labs support needs. Managed and supervised student workers. Participation in the scheduling, interviewing, and selection of student worker candidates. Participates in research of current and emerging computing technologies.

**University of Arizona - College of Medicine Phoenix 550 E Van Buren St, Phoenix, AZ, 85009**

**Systems Administrator - Full-Time (March 2013 – Sept 2014)**

Installs, configures, and performs routine maintenance on systems hardware/software on university server systems. Utilizes Windows Server 2003/2008/2012 environment for the administration/management of Active Directory (Users, Accounts, Security Groups, Domains, Services), Group Policy Objects (automation of windows profiles; software installations, drive mappings, printer mappings, desktop customizations, interface customizations, profile security compliance standards, browser security compliance standards, network security compliance standards, and etc), Print Server Management, File Server Resource Management, Fire Server Quota Management, Distributed File System Replication, DNS Management, and etc. Implementation & administration of IT Support Ticket Systems, IT Information Database Inventory Managers, Web-based Print Management Systems, Project Management Systems, Learning Management Systems, and other web-based content management system solutions the University needed for increased efficiency and streamlining. Utilized VMWare Server administration/management/Implementation of multiple VMWare server farms housing Windows Server 2003/2008/2012 server environments, and Linux server environments. Implementation & administration of MDT (Microsoft Deployment Tools) for imaging Windows workstations, desktop, and laptops. Implementation and administration of MAC OS X Server for management of Mac based workstations, desktops, and laptops. Implementation of Deploy Studio for imaging Mac based workstations, desktops, and laptops. Implemented/administered/managed the use of NAS Raid Arrays, Tape Backup systems, and disaster recovery systems within the Windows Server and VMWare Server environments. Implemented/administered/managed website servers, websites, SQL Databases, SSL certificates, website troubleshooting, website development/design, and support for those website services over IIS, XAMP, and Apache platforms. Performs IDF/Telcom network infrastructure administration/management/maintenance involving administration/management of network ports, VPNs, VLANs, subnets, gateways, and etc. Works collaboratively with in-house network administrators on network infrastructure analysis, design, management, and implementation. Creates, maintains, and updates associated required documentation on end-user & IT departmental procedures. Participates in research of current and emerging computing technologies.

**University of Arizona - College of Medicine Phoenix 550 E Van Buren St, Phoenix, AZ, 85009**

**Information Technology Support Analyst – Full-Time (October 2010 – March 2013)**

Installs, configures and performs routine maintenance on systems hardware and software including servers and operating systems. Creates and maintains user accounts, permissions, and exchange email accounts. Maintains, monitors and supports data and voice networks including client connectivity, authorization and authentication mechanisms. Participates in designing, analyzing, implementing and maintaining applications systems. Writes and maintains computer code and tests applications. Participates in the analysis, design, development, maintenance and administration of automated databases and servers. Implements and maintains data structures including stored procedures and views. Performs basic analysis, design, development, and maintenance of web sites. Installs, configures and maintains workstation hardware, software and peripherals. Evaluates workstation support needs; plans and implements maintenance, upgrades and training programs. Resolves hardware/software problems. Implements and monitors computer security and quality assurance procedures and maintains associated required documentation. Participates in research of current and emerging computing technologies.

**INDUSTRY EXPERIENCE**

**Casino Arizona & Talking Stick Resort 524 N 92nd St & 9800 E Indian Bend Rd, Scottsdale, AZ, 85256**

**Systems Specialist – Full-Time (June 2009 – October 2010)**

Responsible for the repair, maintenance, management, & general operations of all company-owned or leased computers, networks, servers, and related equipment. Provides first tier support for application and network issues. Performs support for telephone, audio, video, and other electronic systems as required. Works with and escorts vendors to support systems and ensures proper installation and maintenance of systems as requested. Documents all work completed in the IT Help Desk system or appropriate system logs. Assists in controlling hardware and software inventory and accounting for inventory used. Trains end users on the proper use of computer equipment, software, and basic network operations. Handles user problems in a timely and effective manner and escalates problems as needed using the department's escalation procedures. QA's procedures and documents relating to IT Support issues. Adheres to all documented Service Level Agreements (SLAs). Utilizes Active Directory for management of users & computers in the server & network environment. Assists in projects for new computer deployments, & network infrastructure design. Provides 2nd tier support for assigned enterprise applications & assigned IT Support applications.

**Fastteks On-Site Computer Services 8166 E. Del Rubi Dr, Scottsdale, AZ, 85258**

**IT Field Tech Support Technician – Part-Time**  **(October 2007 – October 2010)**

Working part-time providing on-site field IT technical support services for businesses and residential. Duties included a wide array of on-site technical support services including management, installation, setup, troubleshooting, replacement and repair of radiant point-of-sale touch-screen terminals for businesses, biometric security systems for businesses, smart card systems for businesses, home/business computer systems, home/business wired ethernet networking, home/business wireless networking, home/business Internet, E-mail, DSL, & Cable, business computer servers, home/business printers, home/business scanners, home/business fax machines, Also provided remote management & troubleshooting, computer virus, worm, spyware, & adware removal; data installation, backup & restoration; network security installation & setup, Windows Active Directory & Novell eDirectory. Audio & Visual on-site services provided were Home Theatre, Plasma, LCD, DVR, Surround Sound, Audio Systems, COAX, Fiber Optics, Installation, & setup.

**AT&T 1355 W University Blvd, Mesa, AZ, 85201**

**U-Verse Tier 2 Technical Support Representative – Full-Time (December 2008 – June 2009)**

Duties included working as a U-Verse Tier 2 Support Representative troubleshooting U-Verse IPTV, HSIA (High-Speed Internet Access), & VOIP products and services for customers and technicians on the phone or over remote connection providing high-level customer care, technical support, & detailed documentation of calls. Assisted customers with troubleshooting of AT&T U-Verse products & services with the internal IP/VDSL network with residential gateways, set-top boxes, and DVRs (digital video recorders). Assisted technicians with the install, setup, troubleshooting, and replacement of AT&T U-Verse products & services with the internal & external IP/VDSL network on FTTP & FTTN setups consisting of DSLAMs, NIDs, Diplexers, Splitters, Fiber Optic, Coax, RJ-11, RJ-45, residential gateways, set-top boxes, modems, and DVRs.

**DELL 4611 E Baseline Rd, Phoenix, AZ, 85042 DELL XPS/DSPQ Level 2 Technical Support – Full-Time (January 2007 – December 2008)**

Duties included working as a Level 2 Technical Support Representative troubleshooting a multitude of Dell computer systems on the phone or over remote connection providing high-level customer care, wide array of technical support, detailed documentation of calls, and informing customers & technicians on how to install, setup, troubleshoot, and replace a wide range of server, workstation, desktop, and notebook hardware/software computer issues ranging from memory, hard drives, optical drives, processors, video cards, networking issues, monitors, motherboards, Operating Systems; Windows XP, Vista.

**CERTIFICATIONS – ACADEMIC, INDUSTRY, AND MILITARY**

- CompTIA A+

- CompTIA NET+

- Dell DCSE (Dell Certified Systems Expert)

- Microsoft MCP (Microsoft Certified Professional)

- Microsoft MCTS (Microsoft Certified Technology Specialist)

- Microsoft MCSA (Microsoft Certified Systems Administrator)

- Arizona State University – Ira A. Fulton Schools of Engineering (Undergraduate Certificate) Defending Against Physical and Cyber-Attacks

- University of Arizona – Eller College of Management (Graduate Certificate) Enterprise Information Security

**HONORS & AWARDS**

ASU – Ira A. Fulton Schools of Engineering

- 2024 Top 5% Teaching Recognition Award

- 2020 Sun Award (Exemplary Service, Sun Devil Pride, & Supporting Student Success)

- 2020 Sun Award (Exemplary Service)

- 2017 Impact Award (ETS Classroom Team – IT)

Casino Arizona

- 2009 Certificate of Merit – Legendary Customer Service

AT&T

- 2009 Award of Excellence – Excellent TACRIFT Survey Results

- 2009 Award of Excellence – Excellent TACRIFT Survey Results

Dell Technologies

- 2008 Dell Champion Award