



Jarryd Anderson

Singapore PR - Manager, Systems Engineer

10+ years of hands-on experience designing, implementing, optimizing, automating, and monitoring Corporate IT. I'm a results-driven team player, delivering an impactful and insightful customer experience.

Admin@GeekByte.com

Singapore

linkedin.com/in/jarrydanderson

+65 8808 3240

GeekByte.com

github.com/GeekByteGit

WORK EXPERIENCE

Manager, Systems Engineer

BitTitan SG Pte Ltd

03/2020 - 01/2022

Singapore

BitTitan empowers IT service professionals to successfully deploy and manage cloud technologies through automation.

Achievements/Tasks

- Oversaw the technical operations and infrastructure for the APAC/EMEA regions
- Visionary for the technical direction of the Singapore office and globally utilized platforms/tools
- Pioneered the cloud-only approach to mobile device management
- Project manager and architect for an implementation of Microsoft Endpoint Manager (Intune) and deprecation of SCCM. Responsible for researching and implementing new Intune features
- Cloud engineer for Azure compute, storage, backup, Active Directory, enterprise apps, security, cost analysis, and networking
- Co-managed a \$20,000/month reduction in Azure spend across a single subscription
- Performed in-depth analysis and execution of Microsoft Secure Score to harden our cloud environment
- Co-responsible for budgeting and procuring IT related devices and services
- Maintained the health and integrity of on-premise and virtual servers through automated patching, troubleshooting, and monitoring
- Managed a Support Technician

Systems Engineer

BitTitan SG Pte Ltd

04/2017 - 03/2020

Singapore

Achievements/Tasks

- Sole IT support for the APAC/EMEA regions
- Project managed the design and build-out of the new Singapore office. Responsible for all IT, electrical, and security implementation, and maintaining the allocated budget
- First responder for DevOps escalations while the US is offline. Responsible for troubleshooting, root cause analysis, and warm escalation handovers
- Developed custom Windows 10 client images for each department within the company using MDT, ADK, LiteTouch, SCCM task sequences, Office 365 Click-to-run, and PXE for deployment
- SCCM administrator responsible for application/package bundling, deployment, and updates, Endpoint Protection compliance, WSUS management, device-specific driver injection, boot image customization, and development of customized task sequences
- Maintained the health and integrity of 20+ on-premise and 200+ virtual servers through proactive patching, troubleshooting, and monitoring
- Responsible for tier 1 through 3 internal support, escalations, and maintaining all aspects of the corporate infrastructure
- Responsible for budgeting and procuring IT related devices and services
- Enrolled in an On-Call rotation for after-hours critical incident response

SKILLS

- AAD
- AD
- Azure
- Confluence
- Datadog
- DHCP
- DNS
- Group Policy
- Hyper-V
- IIS
- Intune
- Jira
- Linux
- Mosyle
- MS Secure Score
- MS Server
- MS SQL
- MS Windows
- MSFCM
- Office 365
- PaaS
- Power Automate
- PowerShell
- Radius
- SaaS
- SCCM
- SMTP
- VS Code
- Zendesk

CERTIFICATES

Microsoft Certified Professional (MCP) (03/2015 - Present)

Certification Number: F323-1605

INTERESTS

- Cryptocurrency Advocate & Educator
- Decentralized Finance (DeFi)
- Health & Fitness
- Investing
- Lego
- Metaverse
- PC Gaming
- Travel
- Virtual Reality

WORK EXPERIENCE

Systems Administrator

BitTitan, Inc. [↗](#)

04/2016 - 04/2017

Kirkland, Washington, United States

Achievements/Tasks

- Identified internal technical pain-points, designed and implemented cloud solutions, and enhanced the intelligence, automation, efficiency, and productivity of the company
- Managed Hyper-V clusters within Virtual Machine Manager (VMM), including high-availability, failover clustering, draining roles, imaging from templates, and cluster operating system rolling upgrades
- Implemented an on-premises server for the Singapore office that introduced DFS-R and VMs for domain controllers, badge security, DNS, DHCP, SCOM gateway, and a PXE distribution point
- Trained a Windows Operations Engineer in Singapore for three months
- Implemented and managed a JIRA/Confluence Server, including the corresponding SQL back-end
- Administration for Office 365, exchange online, Azure Active Directory, and Intune
- Managed Group Policy, custom logon scripts, and application deployments
- Responsible for tier 2 and 3 internal support escalations, and maintaining all aspects of the corporate infrastructure

Support Technician

BitTitan, Inc. [↗](#)

03/2015 - 04/2016

Kirkland, Washington, United States

Achievements/Tasks

- Tier 1 and 2 helpdesk support for employees and the corporate infrastructure
- Troubleshooting and resolution of tickets within Zendesk and escalating when necessary to maintain SLAs and KPIs
- Designated as specialized support for executive-level employees
- Provisioned and on-boarded new user accounts, configured desks, assigned electronic inventory, and imaged new laptops
- Responsible for choosing the make and model of laptops and desktops for the company, resulting in \$100,000 in savings over 1.5 years
- Responsible for assigning Microsoft Volume Licensing and MSDN accounts
- Managed inventory and asset tracking for all electronic devices
- Trained an intern and a full-time employee as Support Technicians

IT Project Manager

ALR Systems & Software, Inc. - Alegent Creighton Health Contractor [↗](#)

10/2012 - 07/2014

Omaha, Nebraska, United States

Omaha's health care leader with hospitals, clinics and doctors in Nebraska and Iowa specializing in cancer, women's health, heart and primary care.

Achievements/Tasks

- Led a large scale, enterprise-wide hardware and software refresh in a live and often critical patient care environment
- Managed a scaling team (5-15 colleagues), responsible for the deployment of new devices
- Instructed management and end-users about new processes and workflows for an efficient migration to *Epic* medical software
- Advanced technical support for a wide variety of software, hardware, mobile devices, and networking equipment

EDUCATION

Computer Network Systems (CNS)

ITT Technical Institute

06/2009 - 12/2010

Omaha, Nebraska, United States

Management Information Systems (MIIS)

Iowa State University

08/2006 - 12/2007

Ames, Iowa, United States

PUBLICATIONS

Article

Azure Active Directory (AAD) Joined Server Remote Access Guide [↗](#)

10/2021

Article

Basic Ubuntu Linux Hardening - Checklist for a Secure Server [↗](#)

08/2021

Article

Configure SSH Key-Based Authentication on an Ubuntu Linux Server [↗](#)

04/2021

Article

Crypto Automated Trading Bot (ETF) with Trailing Stop Loss [↗](#)

09/2021

Article

Host a Storj Node on a Virtual Private Server (VPS) [↗](#)

08/2021

Article

Kraken - Fees, Staking, Parachain Auctions, & Crowdfunds [↗](#)

10/2021

Article

Managed Identities - AAD Login for Windows Server Extension & Access Control [↗](#)

08/2021

Article

Microsoft Server 2022 Azure VM In-Place Upgrade Automation [↗](#)

08/2021

Article

Rocket Pool - Node Operator's Configuration Guide for Dummies [↗](#)

01/2022

Article

Run Your Own Goerli Ethereum Testnet Faucet [↗](#)

08/2021

Interview

How the BitTitan IT team dealt with transitioning to work from home [↗](#)

05/2021

AWARDS

Employee of the Year (01/2013 - 12/2013)

ALR Systems & Software, Inc.

- Awarded Employee of the Year for my leadership in project management, customer satisfaction, overall quality, and excellence at work