

GREG NIELSON • SENIOR IT SPECIALIST

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WHO AM I

Senior IT Consultant and Project Manager with 25 years of experience spanning project management, team lead/management, cloud and M365 administration, virtualization, scripting, network / systems management, technical consulting, and training / mentoring. Proven ability to manage and execute server, cloud, and email migrations, spam and security deployments. Experience with various compliance and several government / municipal organizations.

A very adaptable and personable technology specialist who is able to work with technical staff as well as staff from other teams and disciplines.

WHAT ARE MY SKILLS

- Hardware – Server/RAID, workstations, networking, virtualization (Hyper-V and VMware)
- Software – All Windows client and server operating systems – troubleshooting, installation, configuration
- Administration – Windows domain and GPO management, Microsoft 365, Entra / Azure, Google
- Languages / Web – PowerShell, HTML5 / CSS, JavaScript, and some Python, C#
- Other – Sophos, SentinelOne, Acronis, Veeam, Age of Empires, SQL, NinjaOne, IT Glue, Liongard

CERTIFICATIONS

Perpetual

- CompTIA A+
- CompTIA Project+

Expired

- CompTIA Network+
- CompTIA Security+

PROJECTS

- Microsoft 365 email / document migrations, ranging from 10-400 users
- SharePoint Migration of file server and/or domain infrastructure
- Server migrations – new server deployments, replacements / upgrades
- Sophos Spam Filter deployments, ranging from 3-300 users
- Custom Help Desk – created custom desktop app to gather info, open a ticket
- Intranet - Camera monitor, install script, windows versions, help desk

WHAT HAVE I DONE

Sr Escalations / Professional Services Engineer – Executech, South Jordan, Utah

10/2014 - 2/2026

- Professional Services Engineer: Organizing, planning, executing client projects – email, SharePoint, spam filters, servers, networks / firewalls, Azure deployments, Windows upgrades / deployments
- Sr Escalations Engineer: Subject Matter Expert (SME) for servers, consulting on advanced projects, escalation point for server issues and advanced server configurations
- Training: Formerly training manager, where I managed training curriculum for all employees and onboarding new employees. Most recently, I taught some of our onboarding "bootcamp" classes for new folks: Microsoft 365 administration, Sophos, Group Policy, Acronis, Virtualization
- Team Lead: Managing teams of 5-10 people - assisting with technical needs, customer service type relations with clients, managing efficiency of team members, training, etc.
- IT Consulting: Manage day-to-day IT operations and needs for several clients. Budget and technical roadmap planning as well as technical support. Working with managers to plan upgrades, user setup, system upgrades and software deployments.

IT Administrator – High Desert Milk, Burley, Idaho

11/2009 - present

- IT Operations: daily IT support and operations, maintain Active Directory (users, computers/servers), Exchange management, monitor servers for hardware/software issues,
- building/upgrading systems, software training, company technical documentation
- Technical Support: troubleshooting/fixing software and hardware problems on servers, end-user computers, printers
- Webmaster: built and maintained company website and intranet
- Planned, implemented Windows 7 deployment

Technical Support Analyst – Dell Computers, Twin Falls, Idaho

3/2008-11/2009 (layoff/location closure)

- Technical Support: level 2 hardware support for enterprise-class servers
- Case Management: case controller for team of 14, dispatch and case resolution and follow-up
- Team Meeting Coordinator: organized place, time, agenda for team meetings, including distribution of minutes, reminders, and follow-up

Store Manager – Sports Authority, Riverdale, Utah

3/1998 - 12/2007 (moved to Idaho)

- Merchandising product and presentation of the store
- Implementation of company and vendor issued plan-o-grams
- Monitoring sales, acquisition of product, programs necessary to support and grow business
- Training sales associates and managers in company policies and procedures, including merchandising, audit preparation, product knowledge, and good customer service practices
- Scheduling departments and store employees, interviewing / hiring / training
- Worked directly with buyers/allocators/planners for store and district-level inventory on high-dollar/big-ticket golf and fitness equipment, in line with customer demand, resulting in a 60% increase in sales over four years
- Proposed and helped implement a company-wide distribution plan for high-dollar specialty weight-lifting equipment not normally stocked in the stores, reducing customer wait-time for special orders from 6-8 weeks to 1-2 weeks and doubling yearly sales over the first six months
- Motivating and teaching by example

OTHER EMPLOYMENT

- Track and Field coach – Layton City Recreation 2017 - 2023
- Sales Associate (part-time) – Big 5 Sporting Goods 3/2020 - 6/2021
- Youth Strength Training class instructor – 2012 - 2014

WHERE DID I LEARN

- BYU Idaho – Bachelor Degree (ETA 2026)
- Weber State University – Associate Degree (2024)
- Additional schooling at Western Governors and Weber State

VOLUNTEER

- Oakley City Library Board of Directors/Trustees (2012-2014)
- Oakley High School Track & Field – sprints/jumps coach (2014)
- Dell Community Support Forums – Rockstar/moderator
- Experts-Exchange.com Certified Expert (Genius level)