

# Juuso Pääkkönen

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## SUMMARY

A customer-oriented IT pro looking for new challenges. Proficient with various Microsoft technologies (AD, GPO, SCCM, MDT, Office 365 & Azure), networking (TCP/IP) and client interaction. Solid understanding of IT Security. Capable of quickly adopting new technologies, and research and solve issues as they arise. Extremely end-user oriented, ensuring issues are resolved and users are pleased with the result. Comfortable working as a team or independently.

## AREAS OF EXPERTISE

- Windows Server
- Microsoft Active Directory
- Group Policy
- Microsoft Deployment Toolkit (MDT)
- Microsoft Office 365
- Microsoft Azure
- System Center Configuration Manager (SCCM)
- PowerShell Scripting
- Email migrations

## PROFESSIONAL EXPERIENCE

### Systems Specialist

Howden Finland – Helsinki, Finland

January 2019 ->

### Manager, Cloud Services

Softavenue – Helsinki, Finland

January 2018 to January 2019

- Team lead responsibilities
- Managed and developed clients' Office 365 environments
- Managed clients' Azure environments and provided consultation

### Systems Specialist

Softavenue – Helsinki, Finland

April 2016 to November 2017

- Administered clients' AD environments
- Created Powershell scripts for automation purposes
- Administered clients' O365 environments and set up new tenants
- Configured existing GPOs and created new ones
- SCCM (Current Branch versions) Application & software update management, all-around maintenance, upgrading SCCM servers
- Administered clients' MDT environments

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## Service Operations And Support

September 2014 to April 2016

ALSO Cloud Solutions – Helsinki, Finland

- Performed end-user support remotely and on-site
- Administered a multi-tenant AD environment
- Administered existing group policy objects and created new ones
- Created and distributed applications, packages and scripts with SCCM. Created queries to monitor system status
- Set up MDT environment, created and captured various reference images. Created customer-specific task sequences and deployed images with MDT
- Created high quality IT documentation

## Junior System Support

December 2012 to December 2013

Solteq – Helsinki, Finland

- Performed end-user support remotely (SSH & Netop)
- Systems used: Windows, Windows Server and SUSE Linux

## CERTIFICATIONS

- [CompTIA Security+](#) (January 2018 - January 2021)



## EDUCATION

### B.B.A. (Information Technology) - Specialized in system administration (2011 - 2015)

HAAGA-HELIA University Of Applied Sciences – Helsinki, Finland

### Student Exchange (2014)

University of Saskatchewan – Saskatoon, Canada