Dustin Crain

IT Systems Engineer | Systems Administration, Networks, Security & Industrial OT | Microsoft 365, Intune, Entra ID

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SUMMARY

IT systems engineer with 24 years in tech: since 2002 as Information Technology Relationship Manager for E.J. Reynolds Company, an ISO 9001 / ITAR-registered precision machining shop serving NASA and SpaceX; supervised four departments (Quality, HR, IT, and Accounting) with 8 direct reports, then 3.5 years as the sole on-site IT engineer for Ravago Americas plants and Bamberger Polymers offices. Hands-on with Microsoft 365, Intune, Entra ID (Azure AD), Windows Server and Active Directory, multi-site network infrastructure and VPNs (Cisco Meraki, Ruckus, Ubiquiti, Aruba), VDI and remote access (Dell Wyse FX100 zero clients over Teradici PCoIP to GPU-accelerated VMware hosts, keeping ITAR-controlled data in a central rack), physical security, and access control. At Ravago, provided plant-floor support for SCADA systems and HMIs on thin clients, including OT/ICS industrial control systems, IT/OT convergence, and plant-floor networking. Led a ransomware recovery that restored about 90% of mission-critical files and applications without paying a ransom. Adds business depth in ERP, KPI dashboards, ITAR / EAR and ISO 9001 compliance, multi-department supervisory leadership, and interim management. U.S. person; available for on-call.

SKILLS

Systems & Identity: Windows Server, Windows Server 2012, Active Directory, hybrid Azure AD, Microsoft Entra ID, MFA, Microsoft Privileged Identity Management (PIM), ADManager, Windows 10, Windows 11, macOS, ChromeOS, iOS / iPadOS

Endpoint Management: PC imaging, hard-drive cloning, slipstreamed Windows images, Windows Autopilot, Microsoft Intune, Jamf Now, Apple Business Manager (ABM) with Jamf (blueprints, App Store app deployment), Pulseway (RMM), NinjaOne (NinjaRMM), TeamViewer, ControlUp (remote assistance), Webroot endpoint protection, CMDB, laptop deployment, Windows on Mac via Parallels, endpoint support, onboarding and offboarding, iOS device imaging and message/data extraction for documentation (iMazing), conference-room Yealink and Microsoft Teams Rooms hardware

Microsoft 365, Cloud & VDI: Office 365 / Microsoft 365 tenant administration, Exchange Online, Teams, SharePoint, OneDrive, Proofpoint, Azure Virtual Desktop, ControlUp, Google Workspace, SAP Concur (user and some administration), Microsoft Remote Desktop Services (RDS), RemoteApp, Windows Terminal Services, Hyper-V, VMware, Dell Wyse zero clients, Teradici PCoIP remote display on VMware, VDI, remote workstation access

Networking: Cisco Meraki (MX security appliance, MR access points), Ruckus (ZoneDirector, SmartZone, Ruckus Cloud, ICX switches), Ubiquiti, Aruba AP-565 outdoor APs (~250), Aruba outdoor/industrial hardened switches, SonicWall firewalls/VPN, site-to-site VPN, remote-access VPN, OpenVPN, dual-WAN load balancing/failover, firewall management, Cat5e/Cat6 structured cabling (installation and termination), IDF closets, network infrastructure, wireless

Security: Security strategy, incident response and ransomware recovery, disaster recovery, Veeam Backup & Replication, data protection, least-privilege access, DNS and web content filtering, security-awareness training, ITAR / EAR export controls, ISO 9001 compliance, material traceability (MTRs)

Physical Security & Access Control: DNA Fusion (Open Options), Feenics, and ACRE Security access control; Panasonic, Axis, and Hanwha (Wisenet) IP cameras; Milestone XProtect; IP cameras, CCTV/NVR, physical security, IP cameras and NVRs; Honeywell / Ademco alarm panels; Alula cellular communicators; Allworx VoIP / IP-PBX, SIP trunking

Industrial / OT: SCADA/HMI on thin clients (Ignition, FactoryTalk), OT/ICS, industrial control systems, IT/OT convergence, plant-floor networking, industrial weighing systems (scales, indicators, load cells), High QA Inspection Manager, Zeiss Calypso, Coordinate Measuring Machine (CMM), metrology, quality data integration, shop-floor integration, Bluetooth calipers and micrometers, RS-485 serial networks, ITAR / EAR export controls, ISO 9001 compliance, material traceability (MTRs)

Service & Business Systems: ServiceNow, TOPdesk ITSM, service desk ticketing, knowledge base, vendor/RMA management, ERP (Dynamics SL, Macola ERP with Leahy PULSE (dashboards/reporting add-ons), JobBoss, Made2Manage), Monday.com, QuickBooks integration, QSync, Zoho Analytics (Zoho Reports), ClicData, business intelligence and KPI dashboards, workflow automation, data integration, document management, customer and vendor portals, accounts receivable, collections, audit support, sales tax compliance, QuickBooks, SAP Concur (user and some administration), LabelView, NiceLabel, barcode/label design and printing, ScreenCloud, KPI dashboards

Home Lab: Honeywell Vista-20P with Alula communicator; HomeSeer automation server with Zigbee and Z-Wave switches and sensors; full-matrix HDMI over Cat5 distribution to 8 displays

Credentials: TWIC (Transportation Worker Identification Credential): enrollment in process, Nov 2026

EXPERIENCE

IT Support Engineer | Ravago Americas | Nov 2022 – Apr 2026

Sole on-site IT engineer for two plants and Bamberger Polymers offices, within Ravago's global Microsoft 365 environment.

- Provided emergency-response IT support, including coordinating communications setup and closeout of facilities and interpreting incident or action plans to identify needed resources.
- Diagnosed metal-roof RF interference as the root cause of chronic Wi-Fi dropouts on forklift-mounted computers and fixed it with low-cost roof antennas, avoiding a costly expansion of the outdoor Aruba wireless network.

- Provided plant-floor support for SCADA systems and Inductive Automation Ignition and Rockwell FactoryTalk HMIs on thin clients, including OT/ICS networks.
- Managed installation vendors and install spend, user access and recording configuration for a ~$500K Hanwha/Milestone video surveillance rollout across Ravago sites; core member of project planning.
- Deployed and managed ~250 Aruba AP-565 outdoor access points across two sites (~200 at the distribution center, ~50 at the compounding plant).
- Provided traveling IT support across multiple Ravago Americas locations, including headquarters, a manufacturing plant, and M. Holland.
- Stood up site IT for the new facility from new construction through launch, including network infrastructure buildout and door access control; worked with and administered access control systems including DNA Fusion (Open Options), Feenics, and ACRE Security.
- Supported IT integration of acquired companies and new sites: helped migrate M. Holland (Northbrook, IL) into the Microsoft 365 tenant with account consolidation; decommissioned the Plainfield, IL and M. Holland sites back-to-back in consecutive weeks to cut travel, including e-waste; built out IDFs and hardened Aruba switches and cameras along rail lines at Ravago's new Montgomery, IL distribution plant (Plainfield's replacement); also supported remote employees of Blue Polymers (JV with Republic Services).
- Serviced network equipment in 50+ IDF closets, operating boom lifts to reach gear on 100-ft silos and to replace UPS units and internal batteries at height (30 ft+); managed hardware RMAs and vendor warranty returns.
- Managed incidents and requests in ServiceNow and TOPdesk.
- Enforced company security policy as part of help desk support for about 500 users across sites.
- Completed CTPAT (Customs-Trade Partnership Against Terrorism) training.

Nieto Technology Partners | Senior Network Engineer | 10/2022 – 11/2022

- Supported managed-services clients with under 30 employees, including schools, law offices, dental practices, and funeral homes, using NinjaOne (NinjaRMM) for remote monitoring and management.

Information Technology Relationship Manager; Quality Manager and ERP Implementation Lead; Interim Manager | E.J. Reynolds Company | 2002 – 03/2022

ISO 9001 / ITAR-registered precision machining, laser and waterjet cutting, and fabrication shop, including OMAX waterjets and Mori Seiki / DMG Mori CNC lathes, serving aerospace customers including NASA and SpaceX. Concurrent roles: Information Technology Relationship Manager (2002–03/2022), Point of Sale Manager (2006–2022), Accounting Supervisor and HR Manager (2008–2022), Quality Manager and ERP Implementation Lead (2018–2022), Interim Manager (2019–2022). Started in delivery and warehouse. Took a technology-first approach to each department's biggest pain points, often stepping in to lead the team through its conversion to new systems.

- At SpaceX's request, quickly stood up a High QA Inspection Manager VM appliance on E.J. Reynolds' network (something few small shops could do) and connected every machine and gauge to it (Haas and Mori Seiki CNC mills and lathes, FARO arm, Keyence and Zeiss Contura CMMs, Bluetooth calipers and micrometers), giving SpaceX live, rocket-grade inspection data.
- As interim Quality Manager, led the Zeiss Contura CMM program (trained on Calypso alongside the operator, then oversaw the operator and quality technicians) to deliver micron-level quality data to SpaceX through High QA, and made High QA mandatory shop-wide. These two initiatives grew SpaceX from a $100K order to ~$1M/month. Had already completed Calypso training alongside the CMM operator and put Bluetooth gauges on the floor, cutting about 90% of manual entry errors.
- Designed a shop-wide Monday.com job hub — with an outside developer, pulled sales orders and jobs from QuickBooks and scripted hyperlinks off a standardized server structure, so every job row opened its sales order, original quote, material certs and TSheets hours down to the line item — answered the owner's request for job costing vs. actuals with live executive dashboards connected to QuickBooks (actual hours from TSheets), so the CEO could check jobs, costs and cash in seconds instead of a slow QuickBooks Enterprise report run, and built company KPI dashboards by syncing QuickBooks through QSync, first to Zoho Reports, then to ClicData; put displays shop-wide showing KPI dashboards that flagged hot jobs needing course correction before they shipped, and ran them on the 85-inch smart board used for daily all-department production meetings.
- Launched customer and vendor portals on the same QuickBooks data (order/job status for customers; past-due visibility for vendors); automated invoicing so invoices went out electronically or by mail as soon as a job closed, with customers able to download every invoice and see their account status, replacing hand-mailed invoices and late notices; and used the dashboards and QuickBooks data trail to defend E.J. Reynolds in a Texas Comptroller sales tax audit.
- Designed and installed security camera (IP/CCTV) systems across all E.J. Reynolds sites, plus remote locations including a ranch and an out-of-state site.
- Helped grow the company from 6 to 80 employees; managed teams of 5+ and supervised four departments (Quality, HR, IT, Accounting) with 8 direct reports; as HR Manager, administered the company 401(k) plan and MERP (medical expense reimbursement plan).

- Served Oceaneering as E.J. Reynolds' primary customer at about $3–5 million in annual revenue when the shop had 10–25 employees, machining parts for subsea ROVs and for BP Deepwater Horizon oil-spill response; delivered parts around the clock, issued invoices, processed large remittances, and followed up with buyers on open jobs and outstanding invoices.
- Partnered with Oceaneering quality and receiving to streamline shipping so orders arrived with complete job packets (and emailed packet links), and built a ClicData customer portal so Oceaneering could track job progress through the shop.
- Led the IT team in emergency-response situations; coordinated communications setup and closeout of facilities; and interpreted incident or action plans to identify needed resources.
- Became E.J. Reynolds' authorized dealer for its IT products, buying and supporting hardware and software directly instead of paying outside vendors and resellers.
- Designed and installed all company networking: structured cabling for new buildings and expansions, the Comcast Business buildout, and site-to-site VPNs (OpenVPN) linking 3 sites, remote workers, CPAs, and outside consultants; designed server-room cooling at all 3 sites.
- Designed a compliance-driven remote access architecture: Dell Wyse FX100 zero clients over Teradici PCoIP to GPU-accelerated VMware hosts in a central server rack, so ITAR-controlled data never left the central rack for remote or employee locations, and stayed centrally protected, managed, and audited.
- Networked the CNC fleet (DMG Mori, Haas, OMAX waterjets) to a central file server for DNC program transfer (CIMCO Edit/DNC with Mastercam and SolidWorks) and probe data, ending thumb-drive transfers; cloned OMAX control PCs onto spare Dell hardware for rapid swap-out (downtime billed at $200/hour across four waterjets) and rebuilt ABB VFDs in-house.
- Configured Ruckus ZoneDirector to manage all three E.J. Reynolds locations as a single wireless network; later migrated the network from the on-prem ZoneDirector controller to Ruckus Cloud, retaining ZoneDirector as a local hot-spare for failover.
- Managed material traceability (MTRs) for aerospace and industrial customers (including SpaceX): filed mill test reports for every steel plate, linked certifications to plates, and passed them through with finished parts; supported ISO 9001 quality-system compliance.
- Ran the ISO 9001 quality department; led purchase and implementation of a Zeiss Contura CMM (about $250,000) and a Keyence CMM (about $120,000); trained alongside the CMM operator, installed climate control (MRCOOL) in the quality bay to hold CMM measurement accuracy, and coordinated service visits. Supported ITAR, EPA, and OSHA compliance work.
- Ran an open-source help-desk ticketing system.

Freelance IT Support | Self-employed | 2002 – 2006

- Provided freelance IT support (PC setup and repair, networking, software installs) while working at E.J. Reynolds and studying IT at Alvin Community College.

Freelance IT & Web Consulting | 2002 – 2022

- Set up office IT for small businesses, including a speech-pathology practice, a marine business, and Loving Hearts Ranch.
- Provided IT support to local CPA firms, including SonicWall firewall/VPN administration.
- Performed paid data recovery from failed hard drives and crashed mobile devices.

Sales & technical consulting | IP Datatel | 2008 – 2022

- Sold and supported cellular alarm communicators for Honeywell/Ademco panels.

Volunteer IT Project Manager | Holy Family Catholic School | Jan 2020 – Aug 2022

- Rolled out an enforceable IT policy and security-awareness training for 40 staff, and trained an on-site IT champion.
- Purchased and administered Google Workspace for Education (May 2022) and managed ChromeOS devices (Chromebooks) with Chrome Education Upgrade (Chrome device management in the Google Admin console) alongside Cisco Meraki; served as organization admin for the school's Meraki network: an MX64 security appliance (firewall) and 17 MR access points.

ADDITIONAL EXPERIENCE

- Co-Owner & Managing Member / Property Manager, Crain Domain LLC, 2009–2016: acquired and managed three residential rental properties (2011–2015) leased to Section 8 / Galveston Housing Authority (HUD Housing Choice Voucher) tenants; handled HAP contracts, lease compliance, housing-authority inspections, and closings.

Volunteer: Volunteer Mentor, Big Brothers Big Sisters, 2008–2010; Volunteer, Houston Food Bank; Galveston Bay Foundation: beach and wetlands cleanup and coastal habitat restoration (marsh/dune grass); Parking Team Volunteer, Sagemont Church, 2018–2024

EDUCATION

Alvin Community College - Associate's Degree | May 2004
Additional coursework: University of Houston; University of Houston–Clear Lake; Texas State University

TRAINING

Zeiss Calypso CMM software; Zoho Reports / Zoho Analytics week-long course