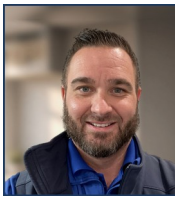
DUSTIN CRAIN

IT/OT Systems & Network Engineer | Windows Server, Active Directory, Microsoft 365, Intune | Plant-Floor & OT Networking
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SUMMARY

Self-taught systems and network engineer with two decades in manufacturing and plant IT. As IT Relationship Manager at E.J. Reynolds Company from 2002 to 2022, ran IT for an ISO 9001 / ITAR-registered precision machining shop and supervised four departments (IT, Quality, HR and Accounting) with 8 direct reports as the company grew from 6 to 80 employees. Most recently the sole on-site IT/OT engineer for Ravago Americas plants and offices: Intune endpoints, Entra ID identities and MFA, Microsoft 365, Aruba wireless, and plant-floor SCADA/HMI support. Documents everything, works tickets end to end, and takes on-call.

SKILLS

Servers, Directory & VDI: Windows Server, Windows Server 2012, server clusters, storage, Active Directory, Group Policy, hybrid Azure AD, Microsoft Entra ID, MFA, Microsoft PIM, Veeam Backup & Replication, Microsoft Remote Desktop Services (RDS), RemoteApp, Windows Terminal Services, Hyper-V, VMware, Dell Wyse zero clients, Teradici PCoIP, VDI, remote workstation access
Networking: Cisco Meraki, Ruckus (ZoneDirector, SmartZone, Ruckus Cloud, ICX switches), Ubiquiti, Aruba wireless, Aruba AP-565 outdoor APs, Aruba outdoor/industrial hardened switches, SonicWall firewalls/VPN, Netgear switches, site-to-site VPN, remote-access VPN, OpenVPN, dual-WAN load balancing/failover, firewall management, DNS and web content filtering, Cat5e/Cat6 structured cabling (installation and termination), IDF closets, network infrastructure, VLANs, wireless mesh
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, Webroot, Windows 10, Windows 11, macOS, ChromeOS, iOS / iPadOS, Windows on Mac via Parallels, laptop configuration and deployment, endpoint support, CMDB, iMazing, Yealink and Microsoft Teams Rooms hardware
Microsoft 365 & Virtualization: Exchange Online, Teams, SharePoint, OneDrive, Office 365 tenant administration, Proofpoint, RemoteApp, Azure Virtual Desktop, ControlUp, Google Workspace, SAP Concur
Industrial / OT & Quality: 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, CNC equipment connectivity, Bluetooth calipers and micrometers, RS-485 serial networks, SolidWorks, Mastercam
Compliance: ITAR / EAR export controls, ISO 9001 compliance, material traceability (MTRs), CTPAT training
Voice, AV, Physical Security & Access Control: Allworx VoIP / IP-PBX, SIP trunking, conference-room video systems, ScreenCloud, Airtame, DNA Fusion (Open Options), Feenics, ACRE Security, Panasonic and Axis IP cameras, Hanwha (Wisenet) IP cameras, Milestone XProtect, IP camera systems, keycard access control, alarm panels
Business Systems, Plant & Service: QuickBooks, TSheets / QuickBooks Time, Monday.com, ClicData, Tableau (evaluated), Zoho Analytics, executive dashboards and KPIs, real-time job costing, Shoptech E2, JobBOSS, Microsoft Dynamics / Dynamics SL, Macola ERP with Leahy PULSE, ServiceNow, TOPdesk, help desk ticketing, barcode/label design and printing, LabelView, NiceLabel, Zebra label printers, barcode scanners, iPads, hardware RMAs, vendor escalation, after-hours on-call
Leadership & Security: department leadership, payroll and PPP, 401(k) and MERP administration, ransomware recovery, disaster recovery, security strategy, security-awareness training, emergency-response IT support, web design (HTML/CSS)
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

EXPERIENCE

IT/OT Field Engineer | Ravago Americas, Baytown, TX **11/2022 – 04/2026**
Sole on-site IT/OT engineer for plants and offices within Ravago's global Microsoft 365 environment.

- Managed Windows 10/11, macOS, iPhone and iPad endpoints in Microsoft Intune; configured and deployed laptops for new hires and replacements and kept the CMDB current.
- Administered Entra ID identities with ADManager (onboarding, offboarding, groups, MFA) and used Microsoft PIM for least-privilege Exchange Online, Teams and Entra ID administration.
- Supported Proofpoint and Azure Virtual Desktop published apps, diagnosing sessions in ControlUp; triaged ERP issues in Dynamics SL and Macola with Leahy PULSE.
- Worked extensively with Aruba wireless and serviced network equipment in 50+ IDF closets, including boom-lift work on 100-ft silos; managed hardware RMAs and vendor escalations.
- Provided plant-floor support for SCADA systems and Inductive Automation Ignition and Rockwell FactoryTalk HMIs on thin clients, including OT/ICS networks.

- 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).
- Managed installation vendors and install spend, user access and recording configuration for a ~$500K, ~250-camera Hanwha/Milestone XProtect video surveillance rollout across Ravago sites; core member of project planning.
- Supported keycard door access control on new construction, working with DNA Fusion (Open Options), Feenics and ACRE Security.
- Maintained 15 conference rooms across 4 locations on Microsoft Teams Rooms and Yealink, and supported plant iPads, barcode scanners and label printers.
- Worked ServiceNow and TOPdesk tickets end to end and took after-hours on-call; completed CTPAT training.

Senior Network Engineer | Nieto Technology Partners **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 | E.J. Reynolds Company, Alvin, TX **01/2002 – 03/2022**

IT lead for an ISO 9001 / ITAR-registered precision machining, laser, waterjet and fabrication shop serving aerospace customers. Started in delivery and warehouse. Concurrent roles: Point of Sale Manager (2006–2022), Accounting Supervisor and HR Manager (2008–2022), interim Quality Manager and ERP Implementation Lead (2018–2022).

- At SpaceX's request, stood up a High QA Inspection Manager VM appliance on the company's network and connected every machine and gauge to it (CNC mills and lathes, FARO arm, Keyence and Zeiss CMMs, Bluetooth calipers and micrometers), giving the customer live inspection data.
- As interim Quality Manager leading 3 quality techs, mandated High QA shop-wide and networked the CMMs.
- Purchased Zeiss CMMs and trained employees on Zeiss Calypso; Bluetooth gauges on the shop floor cut manual entry mistakes about 90%.
- Implemented TSheets / QuickBooks Time for smartphone time tracking, reducing payroll costs 20%, and used it for real-time job costing against QuickBooks sales orders.
- Built live executive dashboards and KPIs in Zoho Reports and then ClicData, and a shop-wide Monday.com job hub linking every job to its sales order, quote, material certs and hours.
- Put a Shoptech E2 ERP system in place and integrated JobBOSS, Microsoft Dynamics and ClicData with the company's other systems.
- Supervised four departments (IT, Quality, HR, Accounting) with 8 direct reports as the company grew from 6 to 80 employees; led the accounting team through the PPP loan and forgiveness; administered the 401(k) plan and MERP.
- Built and ran Windows servers, clusters and storage and Active Directory with hybrid Azure AD; ran on-premises Exchange and moved company email to Office 365 in 2012.
- Managed multi-site VPNs linking 3 locations, remote workers and outside consultants; deployed Ruckus, Cisco Meraki and Netgear wireless and switching, plus Zigbee and Z-Wave mesh.
- Led recovery from a Dec 2019 Dharma ransomware attack, restoring about 90% of mission-critical files and applications without paying a ransom.
- Monitored endpoints with Pulseway RMM and enforced a network-wide removable-media block after a USB-borne malware incident; ran the Webroot console and managed Apple devices in Jamf Now and Apple Business Manager with Jamf.
- Guided the company-wide security strategy: network and hardware security, disaster recovery and data protection; supported ITAR/EAR, ISO 9001 and material traceability compliance.
- Became the authorized dealer for Allworx VoIP, Honeywell/Ademco alarms and access control, bringing installs in-house; designed and installed IP camera systems at every company site.
- Ran the company help desk on an open-source ticketing system.
  Letter of recommendation from E.J. Reynolds' CEO

Volunteer IT Project Manager | Holy Family Catholic School, Galveston, TX **01/2020 – 08/2022**

- Rolled out an enforceable IT policy and security-awareness training for the school staff, and trained an on-site IT champion.
- Purchased and administered Google Workspace for Education (May 2022), managed Chromebooks, and served as organization admin for the school's Cisco Meraki network.

ADDITIONAL EXPERIENCE

- Freelance IT support (self-employed): PC setup and repair, networking and software installs for small businesses.
- Sales and technical consulting, IP Datatel: cellular alarm communicators for Honeywell/Ademco panels.

VOLUNTEER

Big Brothers Big Sisters (mentor); Houston Food Bank; Galveston Bay Foundation (beach, wetlands and habitat restoration); Sagemont Church (parking team).

EDUCATION & TRAINING

- Alvin Community College – Associate's Degree, May 2004
- Training: Zeiss Calypso CMM software; Zoho Reports / Zoho Analytics course.