



SUMMARY

Pressure-tested Systems Administrator with 15+ years delivering tier 3 support and supporting mission-critical solutions like 1.5-hour CrowdStrike outage recovery. Expert in Microsoft 365, Intune MDM, and Azure/Entra administration with proven ability to rapidly master unfamiliar technologies. Skilled in automating employee onboarding and offboarding and device provisioning, resolving complex technical issues, and leading through critical IT challenges.

SKILLS

- Windows System Administration (10+ years)
- Linux System Administration (10+ years)
- Virtualization (VMware, Hyper-V, 10+ years)
- Help Desk Support (Windows, Mac, 10+ years)
- Microsoft 365 Admin & Support (10+ years)
- IAM (Active Directory, Entra, OKTA, 7+ years)
- Monitoring Systems (Zabbix, Nagios, 7+ years)
- Automation & Scripting (Powershell, Bash, Python 7+ years)
- Ticketing Systems (Jira Service Management & Others, 7+ years)
- Crisis / Incident Management (5+ years)
- Security Management (IPS/IDS, Endpoint Protection, 5+ years)
- Network, Firewall, & VPN Administration (HP, Cisco, Meraki, 5+ years)
- Cloud Computing / Infrastructure (AWS, Azure, OpenStack, 4 years)
- MDM & Patch Management Systems (Intune, ConnectWise, EPC, 3+ years)
- Backup Systems (Commvault, 3+ years)
- HIPAA Security & Compliance (3+ years)
- GenAI & Prompt Engineering (ChatGPT, MS Copilot, Claude, 2+ years)
- Spanish (basic conversational)

EDUCATION & VOLUNTEER WORK

- **Robotics Coach, FIRST Lego League** - GEARS Youth Robotics Center (2024)
- **B.S. Business IT Management** - Western Governors University (2015)
- **Microsoft MTA Database Fundamentals** (2015)
- **CompTIA A+** (2008)

WORK EXPERIENCE

Systems Administrator – February 2021 to September 2025 (*Remote*)
Fidelity Life Association – *Mishawaka, IN*

- **Led** multi-team response to 2024 CrowdStrike outage at 1:36 AM EST, coordinating team efforts over 12 hours, training team members on-the-fly, limiting downtime to 1.5 hours.
- **Rescued** 140+ Windows devices rendered inoperable by failed deployment of a 3rd-party MDM tool that conflicted with AppLocker, diagnosed root cause and trained team on the solution in under 2 hours, saving \$20,000+ in reimaging costs and 2-3 weeks of lost sales.
- **Automated** compliance reporting and auditing tasks using PowerShell, reducing manual effort by 95% (20 minutes to 30 seconds) and eliminating human error in the process.
- **Provided** tier 3 escalation support for 500+ end users across Windows and Mac environments, troubleshooting complex Microsoft 365, Azure AD/Entra, OKTA SSO, and VPN connectivity issues that level 1-2 support couldn't resolve.
- **Architected** Microsoft Intune/Autopilot deployment, creating enrollment scripts, policies, and automating device management - reviving a 4 year stalled initiative.

- **Identified and remediated** HIPAA compliance violation in Entra service accounts with excessive permissions, implementing least-privilege controls and maintaining functionality.

Systems Administrator - July 2018 to May 2020

Kountry Wood Products – Nappanee, IN

- **Managed** company-wide IT infrastructure across 3 locations in a rapidly growing manufacturing company of over 500 employees, including network and firewall administration.
- **Automated** deployment of computers with FOG imaging software, reduced setup time 85+%, from 3 days to 3 hours.
- **Drastically** improved security through implementing a comprehensive server and network monitoring system with anomaly detection, with proper network segmentation & VLAN use.

Linux Systems Engineer - Jan 2018 to May 2018 (*Remote, Contracted*)

WSM International – Mishawaka, IN

- **Improved** project overhead by connecting “impossibly disconnected” data using several complex equations to link the data together. This provided a full overview of the projects progress for the first time. Reduced data lookup time by 95%, 10 minutes to 30 seconds.
- **Responded** to on-call alerts, ensuring system availability & rapid incident resolution.

Platform Engineer - July 2017 to Sept 2017 (*Remote, Contracted*)

Real Time Medical Systems – Mishawaka, IN

- **Eliminated** third party errors in firewall configuration, which had stalled server migration.
- **Managed** a HIPAA-compliant AWS environment, including its VPCs, EC2 instances, networks, VPNs, Security Groups, and network policies & permissions

System Administrator - May 2016 to March 2017 (*Remote*)

Open-Xchange, Inc. – Mishawaka, IN

- **Automated** distribution and configuration of the monitoring software (Zabbix) through a full infrastructure-as-code solution using Chef, on both the client and server side, including creating custom software modules. Reducing server deployment from 4 hours to 15 min.
- **Created**, maintained, and administered large server clusters in an OpenStack virtual environment that provided services to millions of users from Japan to the U.S.

System Administrator - July 2013 to May 2016

PHM Schools - Mishawaka, IN

- **Rescued** all the district’s websites during a vendor caused outage during a snow day, had websites back online in less than 1 hour and service optimized in less than 3 hours.
- **Administered** 50+ Windows & Linux servers, including web, database, & load balancers.
- **Orchestrated** website redesign efforts for over 15 websites, including managing vendors who assisted in some theme conversion work, and maintaining communication with stakeholders and enacting change management practices to prevent change resistance.
- **Reduced** routine maintenance and imaging time on computer by 30%.
- **Increased** uptime & responsiveness of Windows and Linux servers that regularly served over 10,000 students, 700 staff, and the entire community.
- **Pioneered** a heavily customized WordPress platform with Active Directory integration after identifying staff need, driving adoption from 0 to 100+ users in <1 year and limited support tickets through automating user and site provisioning and interactive guides.
- **Strengthened** security by implementing fail2ban and denyhost on Linux web servers.