

Technical Skills

Microsoft and AWS certified IT professional with 5 years of experience. With my extensive background in customer service combined with my technical expertise gained from several years of experience in the field, my degree, and several industry-renowned certifications, I believe I can help facilitate growth within your company. I love this field not only because I have a knack for learning new things, but I also have a passion for helping companies achieve their goals through technology.

Technical Proficiencies:

Skills: Windows Server 2008-2019, Networking, Network Security, AWS, Azure, PowerShell, Project Management; **Coding:** Python, CSS, HTML

Certifications: MCSE: Core Infrastructure, AWS Sysops Administrator Associate, AWS Solutions Architect Associate, CompTia Network+, CompTia Security+, CompTia Project+, ITIL Foundation, LPIC-1: Linux Administrator.

Self-Development: I have an Amazon free tier account running several websites, some of them utilizing Lambda functions as a creative solution to S3 limitations. I have an active subscription to Pluralsight and regularly take courses on that platform to learn new skills and stay up to date. I also love to read technology literature such as The Phoenix Project, etc.

Professional Experience

System Administrator | Covenant Healthcare | Saginaw, MI

August 2019 – Present

In this role, I am responsible for administration of Windows/Linux server infrastructure, being technical resource and project manager for new application/infrastructure deployments, and being level 3 support for incidents. I regularly work with technologies such as VMware VCenter, Citrix Xenapp, SQL, and IIS. A few noteworthy accomplishments in this role include:

- Took the existing Azure cloud DR environment that was performing poorly and updated it into something that was functional, scalable and automated.
- Lead and implemented the complete overhaul of our neurology and sleep center application suite, resulting in higher patient and physician satisfaction and leading to more patients being able to be seen thus increasing revenue for the organization.
- Implemented infrastructure monitoring and alerting from the ground up, resulting in faster incident resolution, less downtime, and higher patient satisfaction for our organization.

Desktop Support | Ascension Technologies | Saginaw, MI

November 2016 – August 2019

In this role, I was responsible for being customer facing support for our IT Infrastructure and Applications. I regularly work with the server and networking teams to troubleshoot issues with group policy, Citrix/application servers, and network performance. A few noteworthy accomplishments in this role include:

- Worked as the lead for our Windows 10 refresh project. With my work and coordination, we were able to get 1600 assets upgraded to Windows 10 in 1 year, surpassing our original goal by 6 months.
- Responsible for GPO consolidation between two of our Mid-Michigan ministries. Worked with National Systems Engineers to identify and correct unused or conflicting GPO settings between the two domains. The mirroring of these environments made administration easier and allowed us to troubleshoot issues quicker.
- Was selected to be the primary support for our Executive suite. Responsible for supporting leadership at the Vice President level and above.

Education

Bachelor of Science, Cloud and Systems Administration
Western Governors University

Graduated 2019