Jonathan CannonI

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Professional Summary

IT professional transitioning to systems administration with hands-on experience in enterprise infrastructure, network operations, and virtualization. Proven ability to manage complex migrations, support critical infrastructure, and rapidly acquire new technical skills through independent study and practical implementation. Currently pursuing CCNA certification (completion April 2026) while building enterprise-grade homelab demonstrating network segmentation, DNS architecture, containerization, and security hardening. Combines 5+ years of IT experience with deep technical curiosity and systematic approach to infrastructure design.

Technical Skills

Systems & Virtualization

Docker containerization, Linux system administration, Windows Server environments

Networking & Infrastructure

VLAN design and segmentation, DNS architecture (AdGuard Home, encrypted DNS), DHCP configuration, network security hardening

Microsoft Enterprise Technologies

Active Directory administration, Exchange Server/Exchange Online migration, Microsoft 365 suite deployment, Endpoint Configuration Manager (MECM), Azure fundamentals (in study)

Automation & Scripting

Docker Compose orchestration, Watchtower automated updates, infrastructure monitoring (Uptime Kuma)

Security & Compliance

Defense-in-depth methodology, DNS-over-TLS encryption, network access control, change management, incident response, vulnerability remediation

Professional Experience

Senior IT Services Specialist | Covington & Burling, Boston, MA

May 2024 – Present

Primary technical resource for Boston office infrastructure and systems, supporting enterprise network operations and large-scale technology migrations across multiple office locations.

Infrastructure & Systems Administration

- Monitor and maintain server room infrastructure including VGA servers, physical security systems, Palo Alto firewalls (3400/ION 1200), routers, and HyperFlex systems, ensuring 99.9% uptime for critical business services
- Coordinated SD-WAN/firewall upgrade project including second fiber circuit installation, on-site failover testing, and vendor management to ensure full network redundancy
- Supported enterprise network maintenance operations across Boston and New York offices, performing remote service verification following quarterly infrastructure updates during maintenance windows
- Led graceful infrastructure shutdown coordination for annual building power maintenance, coordinating timing across remote networking teams

Enterprise Migrations & Deployments

- Orchestrated 30-device Dell hardware migration completing majority of rollout within 2 months despite supply chain delays, minimizing business disruption through careful scheduling and user communication

- Led complete telephony infrastructure migration from Cisco phone systems to Microsoft Teams phones for Boston office, including hardware decommissioning, new equipment deployment, and end-user training
- Supported pilot transition from Zoom Rooms to Microsoft Teams Rooms AV infrastructure, identifying technical issues and providing feedback to maintain attorney workflow requirements
- Key contributor to New York office relocation project, configuring and testing 200+ workstations across 4 floors over 6-day period with minimal Day One disruption

Systems & Identity Management

- Administer Active Directory accounts for Boston and New York offices including user provisioning, group policy management, and access rights administration
- Managed Exchange Server to Exchange Online migration, supporting transition from on-premises infrastructure to cloud services while maintaining email continuity
- Configure and troubleshoot Microsoft 365 suite including Outlook client synchronization, SharePoint Online libraries, and Teams deployments
- Utilize MECM for enterprise software deployment and access control across multiple office locations

IT Support Technician | Simon-Kucher & Partners, Boston, MA

July 2019 – May 2024

Provided comprehensive IT infrastructure support during 90% global personnel growth, scaling services from 1,100 to 2,000+ employees across 30 international offices.

- Facilitated complete office relocation for 100+ employees including workstation deployment, network configuration, and equipment coordination with minimal business interruption
- Administered Exchange distribution groups and protected network project folder access across global organization
- Coordinated hardware lifecycle management and vendor relationships for repairs and telecommunications services
- Maintained 31 ticket average daily closure rate while balancing infrastructure projects and end-user support

Education

Bachelor of Science in Management

Northeastern University, Boston, MA | August 2016 – May 2020

Certifications & Professional Development

CCNA (Cisco Certified Network Associate) – In Progress, Expected Completion April 2026

Comprehensive networking fundamentals including routing, switching, network security, and automation

Enterprise Homelab Portfolio – ccnetworking.github.io

Self-directed infrastructure project demonstrating:
- Network segmentation with VLAN architecture (main, guest, IoT networks)
- DNS infrastructure with AdGuard Home (1.2M filter rules, DNS-over-TLS encryption)
- Docker containerization and service orchestration
- Infrastructure monitoring and automated maintenance
- Security hardening and defense-in-depth implementation
- Systematic documentation and change management practices