

COLTER DAHLBERG

Windows System Engineer

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PROFESSIONAL SUMMARY

Windows System Engineer with over six years of experience managing IT infrastructure across healthcare and enterprise environments, including major clients like Baylor Scott & White, Solventum (3M), and the U.S. Dept. of Veterans Affairs. Skilled in data protection, regulatory compliance (HIPAA), and implementing security protocols across diverse environments. Adept at vulnerability assessments, risk management, and detailed documentation. Proven track record of enhancing IT operations, optimizing performance, and supporting critical systems in both remote and in-person settings.

EDUCATION

West Texas A&M University
B.B.A. - Computer Information Systems

2024 – 2028 (Expected)
Canyon, Texas - Online

TECHNICAL SKILLS SUMMARY

- **Operating Systems:** Proficient in the installation, configuration, and management of Windows Server (2012–2022), Linux, and desktop environments (Windows 10). Skilled in maintaining systems for optimal performance and security, including updates and patch management. Experienced in setting up and managing virtual environments using VMware and Hyper-V.
- **Configuration Management:** Experienced in using SCCM and WSUS for efficient software deployment, updates, and patch management in enterprise environments.
- **Active Directory:** Skilled in Active Directory setup, management, and troubleshooting, ensuring efficient user and group policy administration.
- **Cloud Technologies:** Knowledgeable in managing and deploying solutions in Azure cloud environments, including virtual machines, networking, and Active Directory integration.
- **IT Service Management:** Competent in using ServiceNow (CMDB, Incident Management) for IT service management, asset tracking, and change control.
- **Monitoring and Vulnerability Management:** Proficient with SolarWinds and Tenable Nessus for system monitoring and vulnerability assessments.
- **Cybersecurity:** Knowledgeable in implementing and managing security protocols to protect against unauthorized access and potential security threats.
- **Endpoint Management:** Adept at deploying, maintaining, and troubleshooting endpoint management solutions to enhance device security and management.
- **Data Analysis:** Proficient in advanced Excel functions (VLOOKUP, INDEX/MATCH, pivot tables) and utilizing tools like ServiceNow CMDB and Tenable reporting for comprehensive data analysis and reporting.
- **Project Management:** Proven ability to lead IT projects, coordinate cross-functional teams, and ensure timely, on-budget completion.
- **Communication Skills:** Strong ability to explain technical concepts to non-technical stakeholders and collaborate effectively with cross-functional teams.

PROFESSIONAL EXPERIENCE

Client: Baylor Scott & White

June 2024 – Nov 2024

Windows System Engineer

Remote

- Managed and optimized Windows Server (2012–2022) for 10,000+ users, ensuring high availability and performance.
- Administered SCCM and WSUS for streamlined software deployment and patch management.
- Utilized ServiceNow CMDB for IT asset management, incident tracking, and change control.
- Implemented SolarWinds for proactive network and system monitoring, reducing downtime.
- Conducted vulnerability assessments with Tenable Nessus, applying remediation strategies for security and compliance.
- Applied best practices for patch testing and deployment, minimizing disruptions and enhancing reliability.
- Created and analyzed reports using advanced Excel formulas (VLOOKUP, INDEX/MATCH, pivot tables) for patching and vulnerability remediation.
- Implemented Agile DevOps methodologies to enhance collaboration, streamline workflows, and accelerate deployment cycles.
- Collaborated with enterprise hospital systems to align IT operations with HIPAA and regulatory standards.

Client: Solventum

Dec 2022 – April 2024

Windows System Engineer

Remote

- Led healthcare-focused projects, guiding IT infrastructure deployment and implementing security measures.
- Coordinated with third-party vendors, executives, and cross-functional teams for seamless project execution and compliance.
- Conducted vulnerability assessments and implemented remediation strategies to secure Windows environments.
- Automated administrative tasks using PowerShell, enhancing efficiency and reducing manual workload.
- Prepared detailed reports and documents for compliance with healthcare regulations and client policies.
- Monitored and analyzed system performance metrics to proactively resolve potential issues.
- Developed and enforced IT policies and procedures to meet organizational and regulatory standards.
- Provided technical guidance and training to team members on administration and security best practices.

Client: U.S. Dept of Veterans Affairs

Aug 2021 – Sept. 2023

Windows System Administrator

Remote

- Managed Windows-based systems in Azure, including Active Directory, ensuring security and compliance.
- Performed vulnerability assessments and system optimizations using Tenable Nessus to maintain healthcare standards.
- Implemented security measures such as firewalls and VPNs to protect sensitive healthcare data.
- Maintained comprehensive documentation for system configurations and compliance, supporting audits.
- Utilized ServiceNow for incident management and change requests, streamlining IT processes.

Ballinger Memorial Hospital

May 2018 – Aug. 2021

Windows System Administrator

Ballinger, TX

- Administered Windows Server environments for HIPAA compliance, data security, and patient privacy.
- Conducted routine vulnerability assessments and system checks using Tenable Nessus to safeguard data.
- Developed and documented disaster recovery and business continuity plans, minimizing downtime.
- Implemented patch management strategies using SCCM and WSUS to keep systems secure and updated.