
Systems Administrator

● Server/Systems Administration ● IT Operations ● Cisco/Ubiquiti Networking

I hold an Associate of Science degree in Network Administration and Support from Parkland College and currently serve as the Systems Administrator for the City of Urbana, Illinois. In this role, I manage and secure enterprise IT systems across multiple departments and facilities, with expertise in Active Directory, Exchange (On-Prem & Hybrid), Microsoft 365, MECM, RingCentral, and Windows Server/Hyper-V environments. I have led major modernization efforts, including migrating from on-premises infrastructure to Microsoft 365 and OneDrive, deploying Azure-based disaster recovery, and building enterprise imaging and deployment solutions through MECM. My work supports city staff and nine Park District facilities, where I oversee servers, networking, security, phones, and helpdesk operations. I bring a balance of hands-on technical administration, process improvement, and long-term IT strategy to ensure secure and reliable technology services.

PERSONAL DEVELOPMENT

- In home set up of a variety of systems for personal use and development
 - Raspberry Pi 4 on Raspbian hosting my personal IT development website using Apache server
 - Raspberry Pi 3 hosting IPFire configured/customized firewall for my network
 - Setup and configured my 48-Port PoE C3560 Cisco Switch
 - Dell PowerEdge R720 server hosting Proxmox for multiple Windows 10, 11, and Linux based server VM's, used for Home lab security, networking, Veeam backup, dockercompose deployment, and active directory
 - Unraid Server for personal NAS, docker container hosting for services like Plex, Kasm, qbittorrent, and Vaultwarden
 - Dual PC Stream/Recording Setup
 - AWS and Azure virtual lab environments with various Linux virtual machines
 - Actively taking Python, CCNA, AZ-900, and Security+ online courses
 - Active Member of the Urbana School District Technology Committee
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RELEVANT EXPERIENCE

City of Urbana, Illinois -- Urbana, IL

Systems Administrator, 01/2024 - Current

- Manage enterprise systems including Active Directory, Exchange (On-Prem & Hybrid), RingCentral, and Windows Server/Hyper-V environments
- Led migration to Microsoft 365, including Exchange Online migration and user data migration to OneDrive for Business, creating a hybrid cloud environment
- Designed and deployed Azure-based disaster recovery solution, building the plan and budget approved by city leadership
- Built Microsoft Endpoint Configuration Manager (MECM) for patch management, application deployment, and PXE imaging of custom Windows 10/11 systems
- Support IT operations across nine Park District facilities, covering networking, servers, help-desk, Wi-Fi, printers, and phones
- Maintain security platforms including Barracuda Firewalls, Cisco Duo MFA, and Delinea Secret Server (Cloud & On-Prem Password Manager)
- Built and deployed Ubuntu Veeam backup repository and multiple Windows Server environments across city departments
- Collaborate with vendors, streamline on-boarding, system deployment, ticketing processes, and maintain IT documentation via LanSweeper and HelpJuice

University of Illinois College of Veterinary Medicine -- Urbana, IL

IT Technical Associate Help Desk Specialist, 02/2023 – 01/2024

- Contribute to seamless operation of critical facilities and services
- Oversee IT support for 300+ staff and 1,000+ students across 28 departments and 15 sites
- Manage inventory of 10,000+ electronic and medical devices
- Utilize tools like Active Directory, Microsoft Endpoint Configuration Manager, and Web Help Desk's Inventory System
- Administer user accounts, permissions, email lists, devices, and shared drives efficiently
- Configure and maintain communication systems: Skype for Business and Microsoft Teams
- Led successful project transitioning phone system from Skype for Business to Microsoft Teams
- Install, configure, and manage various technology assets: printers, label makers, workstations, and servers
- Continuously refine systems and processes to enhance efficiency
- Provide exceptional customer service, troubleshooting guidance, and training to students, doctors, and professors

Champaign Unit 4 Schools -- Champaign, IL

Computer Technician, 11/2022 - 02/2023

- Managed 10,000+ ChromeOS devices, including hardware repairs on Chromebooks, Windows laptops, and desktops
- Oversaw repair parts inventory for devices
- Utilized Google Admin, Active Directory, and 1to1plus inventory management system for hardware management
- Provided IT support for 10,000+ students, 2,000+ employees, 18 schools, and 4 operational facilities
- Installed, configured, managed, upgraded, and troubleshot Cisco network switches
- Handled personal and enterprise printers: SHARP, HP, Brother
- Managed Chromebooks, Windows laptops, and desktops with Active Directory
- Setup and maintained ViewSonic Smart Boards and Avaya phones
- Created and managed user accounts, emails, and user permissions for students and staff in Active Directory and Google Admin

GEEK SQUAD -- Champaign, IL

Advanced Repair Agent, 05/2019 - 11/2022

- Provide end users with troubleshooting, diagnosing, and repair support services within Windows, Macintosh, and Linux environments
- Hardware and software repair for client's iPhone and Samsung devices
- Manage Geek Squad's entire Apple consignment component stock for client iPhone repairs
- Assemble, maintain, and repair end user and company system hardware
- Optimize and repair operating systems and software for end users via PowerShell
- Efficiently document and communicate work done with team members to ensure every client's issue is resolved accurately and in a timely manner
- Provide data transfer and data recovery services
- Run extensive hardware diagnostics for client's systems
- Provide complex virus removal services for end user's systems

PROMINIC.NET -- Champaign, IL

Network Administrator Intern, 01/2018 - 05/2019

- Managed all hardware debugging on physical servers within primary datacenter; replaced failed drives, recreated RAID instances, replaced batteries, etc
- Provisioned new Cisco switches for deployment ensuring proper configuration within client environments
- Created PowerShell scripts to simplify and automate server setups
- Built and installed rack units in client data centers; racked and configured servers based on environment's network and electrical requirements
- Monitored and managed Solaris, Windows Server, Redhat, CentOS 6/7, VM's, and firewall systems within the datacenter
- Built, upgraded, and repaired customer and company servers to suit the customer's needs
- Designed cold-spare backup procedure for Cisco switches for high-availability and redundancy
- Managed and authored physical tape back-up process for largest client
- Proactively researched and implemented cooling solutions within primary datacenter(s) resulting in a 40% drop in ambient server and switch temperatures viz. Implemented the creation of airflow optimization pods
- Designed, purposed, and got approved for a budget to expand workstation capacity by over 50%
- Researched, designed, and installed NVR system and IP cameras at all company locations

EDUCATION & CREDENTIALS

PARKLAND COLLEGE -- Champaign, IL

A.A.S. Network Administration and Support, 2019

- Microsoft Certified: Azure Fundamentals (AZ-900)
- Apple Certified Macintosh Technician (ACMT)
- Apple Certified iOS Technician (ACiT)
- Apple Certified Support Professional (ACSP)
- Microsoft Office Specialist Access 2016
- Microsoft Office Specialist Excel 2016