

# Damien Gibson

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## Professional Summary

Accomplished and results-driven Senior Systems Administrator with 10+ years of experience driving large-scale IT projects, automating operations, and leading digital transformations across enterprise environments. Expert in systems automation, infrastructure design, and cross-functional collaboration. Proven ability to reduce downtime, streamline processes, and deliver secure, scalable solutions. Adept at aligning IT strategies with business goals while leveraging ITIL, Agile, and DevOps methodologies.

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## Core Competencies

IT Infrastructure & System Administration

Active Directory, Group Policy, DNS, DHCP

DevOps: CI/CD, Git, Docker, Kubernetes

Automation

(PowerShell, Terraform)

Reporting Tools

(Crystal Reports, Power BI, SSRS)

Project Management & Change Leadership

Cloud Platforms

(Azure, AWS, Office 365)

Network & Endpoint Security

(NIST, IAM, Zero Trust)

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## CoreCivic — Senior Business Systems Administrator

*Nashville, TN | 2021 – 2025*

- Led disaster recovery automation efforts using PowerShell and Terraform, reducing operational downtime by 40% and minimizing user error through standardized failover sequences.
  - Coordinated the deployment of 20,000+ tablets and mobile devices across multiple sites, ensuring full NIST compliance and network performance through secure configurations and cross-team collaboration.
  - Built and maintained a team knowledge base in OneNote, accelerating onboarding and boosting first-call resolution rates by 25% for newly hired technicians.
  - Led high-priority IT projects to digitize legacy paper-based workflows by integrating Crystal Reports, MS SQL, and Oracle SQL, improving operational visibility and reducing manual errors across departments.
  - Managed IT incident response and root cause analysis using Splunk dashboards, enhancing site reliability and accelerating downtime resolution.
  - Acted as primary liaison for law enforcement and legal personnel, resolving inmate processing, accounting, and facility operations issues, including medical data support during system transitions and site launches.
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## Savers — Senior Business Systems Administrator

*Bellevue, WA | 2013 – 2021*

- Oversaw IT operations across 350+ retail locations in 3 countries, ensuring high availability of sales and production systems through proactive monitoring and incident response.
  - Founded and led a cross-functional Automation Committee to streamline repetitive workflows across HR, Accounting, and Retail Ops, restoring weeks of productivity and increasing support capacity through PowerShell automation.
  - Managed multiple concurrent, high-visibility integration projects—including rollout of new SaaS tools, service upgrades, and system migrations—using Jira and MS Project to track timelines, resources, and milestones.
  - Collaborated with senior leadership and technical teams to resolve persistent store connectivity issues, implementing enterprise-wide solutions that improved uptime and reduced escalations by 30%.
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**Microsoft — Senior Incubation Support Administrator**

*Redmond, WA | 2010 – 2013*

- Led a team of 6 to design support workflows and escalation paths for new product launches, ensuring support readiness and seamless onboarding for Microsoft InTune and Office 365 users.
- Developed and maintained the VKB support knowledge base in collaboration with VIP and beta users, standardizing documentation and streamlining support resolution processes.
- Acted as liaison between support and development teams to prioritize and resolve break-fix issues, contributing directly to the stability and success of multiple new product launches.
- Collaborated with the PowerShell Team to develop early CMDLets and modules for Microsoft InTune, enhancing automation capabilities and contributing to early-stage product scalability.

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**Early Technical Experience**

**Starbucks** — Tier II Enterprise Administrator (2009–2010)

**Panasonic Avionics** — Help Desk Lead (2005–2008)

*Provided enterprise IT support and led help desk teams at large-scale organizations, laying the foundation for future leadership and client-facing work.*

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**Education & Certifications**

- **Western Governors University** — B.S. in Computer Science (*In Progress*)
- **Edmonds Community College** — Information Security through Automation
- **Computer Education Institute** — MCSA (Microsoft Certified Systems Administrator)
- **Certifications:** Advanced Toolmaking with PowerShell, Intro to Python & JavaScript

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**Technical Skills**

**Implementation & Integration**

Salesforce, Kronos, Cornerstone LMS, Splunk, Microsoft 365, SharePoint, SAP/Oracle ERP  
Data migrations | API integration | ETL pipelines | Vendor Management

**Automation & DevOps**

PowerShell, Python | Jenkins | Git/GitHub | Terraform | Azure DevOps  
Infrastructure as Code | CI/CD pipelines | Containerization (Docker, Kubernetes)

**Project & Process Management**

JIRA | MS PROJECT | ITIL | AGILE | ONENOTE DOCUMENTATION  
TRAINING AND ONBOARDING | CHANGE MANAGEMENT | CROSS-FUNCTIONAL COLLABORATION

**Cloud & Infrastructure**

AWS, Azure, Google Workspace | Windows Server, Linux, VMware | Networking (DNS, DHCP, TCP/IP)  
Security & Compliance: NIST, IAM, Zero Trust Framework

**Reporting & Visualization**

Crystal Reports | SSRS | PowerBI | Tableau | SQL Server, MySQL, Oracle