

# Sam King

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## Professional Summary

Results-driven IT Systems Administrator with 10+ years of proven expertise in complex infrastructure management, cloud migrations, and enterprise network operations. Successfully led cloud infrastructure migrations, managed multi-site network operations across 6+ locations, and supervised both internal and external help desk teams. Demonstrated ability to maintain high uptime for mission-critical systems while implementing DevOps solutions and ensuring HIPAA compliance. Military-trained technician with security clearance background and record-breaking certification achievements.

Authorized to work in the US for any employer

## Professional Experience

### IT Systems Administrator

**Pathfinder** | Huntington, IN  
August 2021 – Present

- **Infrastructure Migration Leadership:** Spearheading comprehensive migration from on-premises infrastructure to cloud-based solutions, reducing operational overhead and improving scalability
- **Multi-Team Management:** Successfully manage and coordinate both internal and external help desk teams to ensure seamless IT support operations
- **DevOps Implementation:** Developed and deployed multiple DevOps and Business Operations solutions, streamlining workflows and improving operational efficiency
- **Enterprise Network Management:** Maintain and optimize complex network infrastructure spanning 12+ servers/HA clusters, 14+ L3 switches, 10+ routers, and 6+ firewalls across 6+ interconnected sites via fiber/SD-WAN
- **Compliance & Security:** Conduct regular HIPAA compliance audits and maintain adherence to industry standards and internal security policies
- **Strategic Planning:** Execute server migrations and upgrades with minimal downtime, ensuring business continuity during critical transitions
- **Process Documentation:** Create and maintain comprehensive Standard Operating Procedures (SOPs) for user lifecycle management and troubleshooting protocols
- **Disaster Recovery:** Collaborate with cross-functional teams to design and implement robust disaster recovery plans, ensuring business continuity capabilities

### Aircraft Maintenance Technician (Military Service)

**Air National Guard** | Wing, ND  
August 2017 – June 2023

- **Complex Systems Maintenance:** Performed precision maintenance on advanced weapons systems for A-10 aircraft and supporting equipment, ensuring mission-critical operational readiness
- **Accelerated Certification Achievement:** Earned weapons systems back-shop technician certification in record time, demonstrating exceptional technical aptitude and rapid skill acquisition
- **Performance Recognition:** Received Commander's Excellence Award (2021) and Excellence Award for Maintenance (2022) for outstanding technical performance and reliability
- **High-Stakes Operations:** Maintained 100% equipment reliability standards in mission-critical environment requiring precision and attention to detail

### Systems Engineer (Contract)

**Lippert Components/Oswyn Global, LLC** | Fort Wayne, IN  
February 2020 – April 2022

- **Remote Infrastructure Design:** Designed and implemented secure IT infrastructure solutions at multiple remote client sites, optimizing performance and security protocols
- **Server Systems Management:** Managed complete server lifecycle including installation, configuration, troubleshooting, and performance optimization
- **Proactive System Monitoring:** Implemented monitoring protocols ensuring high availability and system reliability for client operations
- **Technology Assessment:** Evaluated hardware/software compatibility and provided strategic recommendations for system upgrades and technology refresh cycles
- **Client Support Excellence:** Provided rapid technical support resolution for hardware/software issues, maintaining high client satisfaction
- **Vendor Relations:** Collaborated with technology vendors on procurement negotiations and contract terms, achieving cost-effective solutions for clients

### Owner & IT Consultant

**King IT Services, LLC** | Northeast Indiana (Multiple Locations)  
January 2017 – April 2022 (Part-time/Contract work concurrent with other roles)

- **Business Operations:** Founded and operated successful IT consulting practice, developing customized solutions for diverse client base
- **Custom Solution Development:** Created tailored IT solutions based on specific client requirements, resulting in measurable efficiency improvements and cost savings
- **Project Management:** Successfully managed multiple concurrent projects while maintaining budget constraints and delivery timelines
- **Systems Analysis:** Conducted comprehensive analysis of existing client systems to identify optimization opportunities and performance improvements
- **Cybersecurity Implementation:** Implemented robust security measures protecting client data from cyber threats and potential breaches
- **Knowledge Transfer:** Delivered technical training sessions to client staff, enhancing team capabilities with new systems and processes

### Help Desk Technician II

**Kelley Automotive** | Northeast Indiana (Multiple Locations)  
September 2016 – May 2021

- **Large-Scale Support Operations:** Provided comprehensive technical support to 500+ end-users across 12+ business locations, maintaining high resolution rates and user satisfaction
- **Asset Lifecycle Management:** Developed and implemented strategic asset lifecycle programs for PCs, servers, phones, and IT hardware across the entire organization
- **Ticket Management:** Efficiently managed and prioritized help desk ticket queue, ensuring prompt resolution and minimal business impact

**Process Improvement:** Collaborated with team members to identify recurring issues and develop standardized solutions for improved efficiency

PC Repair Technician

Niccum Tech | Fort Wayne, IN  
March 2014 – September 2014

• **Hardware Diagnostics:** Diagnosed and resolved complex hardware and software issues across desktops, laptops, and peripheral devices • **System Upgrades:** Performed hardware upgrades including RAM installation, storage replacement, and CPU upgrades to enhance system performance • **OS Installation & Configuration:** Installed and configured Windows and macOS operating systems with optimized driver configurations • **Multi-Channel Support:** Delivered technical support via phone, email, and in-person consultations to resolve diverse IT problems

Technical Skills

Cloud & Virtualization

Azure • AWS • Google Cloud Platform (GCP) • VMware • Proxmox • Docker

Network & Infrastructure

Cisco (4 years) • UniFi • Meraki (4 years) • Fortinet • DNS • VoIP • SD-WAN • Firewall Management

Automation & Development

DevOps • Ansible • Terraform • PowerShell • Bash • Git • CI/CD • REST APIs

Database & Identity Management

Active Directory/Azure AD • SQL • MySQL • Microsoft SQL Server • Identity & Access Management

Operating Systems & Server Management

Microsoft Windows Server (8+ years) • Linux • Server Management (8+ years) • System Administration

Business Applications & Integration

PowerApps • Power Automate • Machine Learning • AI

Specialized Experience

Computer Hardware (10+ years) • Networking (8+ years) • Agile Methodology

Education

High School Diploma  
Indiana Connections Academy | Indianapolis, IN  
March 2012 – March 2016