

Johnathan Bowler

IT Professional

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Profile

IT Support, Infrastructure, and Operations specialist with over 10 years of hands-on experience working with technology. I have multiple IT certifications and am motivated to launch my professional career in the IT industry. I am a mature, respectful, clear communicator, critical thinker, strong problem-solver/troubleshooter with a passion for technology which makes technical support roles a natural fit for me.

Skills

Technical Support • Windows Server Administration • Networking (Routing, Switching, VLANs, VPN, ACLs) • AWS Cloud • Virtualization (Hyper-V, VMware) • Firewall Configuration (pfSense) • Group Policy Management • Troubleshooting & Documentation • Emotional Intelligence

Customer Service

Issaquah Food and Clothing bank

Volunteered at Issaquah Food and Clothing bank, Serving clients by setting out dry food, answering questions, and providing a welcoming environment.

Projects

Cascadia College – IT-OPS 258 Capstone Project

Spring 2025

Enterprise Infrastructure Design & Deployment

Designed and implemented a comprehensive virtualized enterprise network spanning two sites, two Windows Server Forests, and multiple department-specific network segments. Key deliverables included:

- **Virtualized Multi-Forest Environment:** Deployed Windows Server and Linux VMs across two hypervisors (Hyper-V and VMware ESXi). Established two Active Directory domains (Bowler.com and John.com) with cross-forest trust. Configured delegated administrative control within department-specific organizational units.
- **Directory Services & GPOs:** Created organizational units (OUs) for Accounting and Marketing departments with precisely scoped Group Policy Objects (GPOs) to enforce folder redirection, restrict application usage, prevent unauthorized shutdowns, and deploy department-specific printer objects via Active Directory. Additionally, configured a hidden network share folder which published a script to the desktop of administrative users through targeted policy deployment.
- **Network Design & Layer 2/3 Configuration:** Engineered VLAN-segmented switching across four switches (two HP and two Cisco), utilizing 802.1Q trunking and Rapid PVST. Implemented OSPF and static routing between Cisco routers to enable segmented inter-VLAN communication and WAN access. Applied ACLs to limit Telnet access based on source subnet.
- **Firewall & WAN Integration:** Configured pfSense firewall with Inside, DMZ, and Outside interfaces. Implemented NAT, virtual IPs, and port forwarding for public web access. Defined static routes and firewall rules to allow internet traffic to internal networks, including Inside, accounting, headquarters, and branch subnets.
- **VPN & Remote Access:** Provisioned OpenVPN for secure remote access across multiple internal networks, enabling off-site management and testing.
- **Web & Configuration Services:** Deployed a Linux Mint-based Apache2 web server in a NAT-forwarded DMZ. Configured Windows-based TFTP servers for backup and restoration of router and switch configurations.
- **Comprehensive Documentation:** Authored detailed project documentation including logical diagrams, IP addressing, VLAN mappings, routing protocols, GPO summaries, firewall rules, and administrative credentials to support knowledge transfer and system maintenance.

Cascadia College – BIT 115 Final Project

Winter 2022

Java Coding, Password Tester

- **Objective:** Created software to check the strength of user-inputted passwords.
- **Technologies Used:** Java
- **Role:** Developed and implemented the software.
- **Outcome:** Produced a functioning piece of software that successfully checked password strength.

Education

Cascadia College, Bothell, Washington

2021-2025

IT Infrastructure Operations AAS-T(Expected Fall 2025)

Certificates

Desktop Support Technician, Security Support Technician, Network Engineer, Virtualization Specialist, Server Administrator, and Cloud Computing Engineer.