

# Billy Baldwin

## Experienced IT Specialist

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## Professional Summary

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Versatile IT Specialist with 20+ years of hands-on experience across system deployment, infrastructure support, and technical project coordination. Skilled in configuring and maintaining Windows, Linux, and hybrid environments — from imaging and domain joins to server setups and user provisioning. Known for thriving in the build phase of IT projects, bringing systems online with precision, documenting processes thoroughly, and handing off clean, functional environments. Proven ability to support remote teams, troubleshoot complex issues, and keep operations stable and secure. Ready to step into roles that blend implementation, support, and system ownership with autonomy and technical depth.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

## Work Experience

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### IT Project Support Specialist - Temporary

Tanager, Inc.-Remote

January 2025 to Present

- Support infrastructure deployment and configuration projects across client environments, coordinating device rollout timelines and network readiness
- Serve as the technical liaison between project stakeholders, engineers, and vendors, translating business needs into actionable IT tasks
- Assist with the implementation and migration of systems including access control software, hotel door controllers, and associated network hardware
- Track project milestones, risks, and hardware dependencies using ticketing and collaboration tools to ensure smooth deployment execution
- Troubleshoot onsite and remote installation issues in real time, escalating and resolving with minimal impact to go-live schedules
- Maintain installation documentation and SOPs for repeatable site setup across multiple property deployments

### Help Desk Technician - Freelance

Fiverr & Upwork-Remote

January 2024 to November 2024

- Delivered remote technical support across diverse client environments, performing advanced troubleshooting on Windows, Linux, and macOS systems
- Installed and configured software stacks including VPNs, productivity suites, endpoint protection, and network tools based on client use cases
- Resolved hardware failures, optimized system performance, and executed preventive maintenance tasks for small business clients
- Handled domain joins, user account setup, and access control for clients utilizing Microsoft 365 and on-prem Active Directory

- Created reusable scripts and automation tools to streamline remote system checks, patch installations, and configuration validation
- Maintained detailed technical documentation and provided knowledge transfer during handoffs to in-house teams or follow-up contractors

## **Desktop Specialist**

Cybertek-Remote

March 2020 to June 2023

- Deployed and configured Windows and macOS systems for remote and hybrid users, handling OS installation, patching, and secure domain onboarding
- Managed user lifecycle operations in Active Directory, including account creation, group policy updates, and permissions reviews
- Diagnosed infrastructure-level issues across VPN, network shares, DNS, and firewall rules, resolving escalated incidents with minimal downtime
- Developed and maintained documentation for workstation deployment procedures, improving setup consistency across support staff
- Supported company-wide hardware refresh projects, including imaging, data migration, and remote provisioning for end users
- Mentored Tier 1 support staff and streamlined escalation paths, reducing average ticket resolution time by 35%

## **Help Desk Specialist**

Lofton Staffing Services at Mason Construction-Remote

November 2015 to March 2020

- Maintained critical IT infrastructure, ensuring 99.9% uptime across business systems through proactive monitoring and troubleshooting
- Supported Windows desktop and server environments, applying updates, maintaining user profiles, and managing shared network resources
- Improved system security posture by auditing and tightening user access controls, deploying endpoint protection, and resolving vulnerability alerts
- Implemented system monitoring tools and configured alert thresholds to reduce downtime and accelerate incident response
- Provided Tier 2 support for networking issues including DNS, DHCP, IP conflicts, and VPN connectivity for field and office users
- Spearheaded the adoption of cloud-based services to support remote collaboration and improve accessibility for field teams during active construction projects

## **IT Support Specialist**

FlexTek Resources-Remote

January 2012 to February 2014

- Delivered comprehensive IT support to remote and on-site engineering teams, resolving escalated hardware, software, and connectivity issues
- Maintained and configured workstations, printers, and servers across multiple locations, ensuring stability and rapid incident resolution
- Supported VPN access and remote desktop services, enabling secure connectivity for distributed teams and field engineers
- Assisted with the deployment of ServiceNow as a ticket management solution, improving tracking, prioritization, and SLA compliance
- Implemented remote monitoring routines and proactive maintenance strategies to reduce system downtime and user disruptions
- Created documentation and SOPs to guide standard imaging, backup, and deployment processes for new systems and upgrades
- Provided direct support during infrastructure audits and compliance checks, ensuring alignment with corporate IT standards and policies

## Senior IT Specialist

Virtual Communities-Beaumont, TX

January 2008 to January 2012

- Managed Windows and Linux servers across development and production environments, performing system updates, patching, and performance tuning
- Deployed and configured network services including DNS, DHCP, file shares, and firewalls to support multi-site connectivity
- Administered AWS services such as EFS and DataSync, integrating cloud storage with local infrastructure to support hybrid operations
- Built and maintained an internal documentation system using a custom wiki to capture technical procedures, IT policies, and knowledge base content
- Configured and maintained identity and access controls using Group Policy, file encryption, and local security policies to meet compliance standards
- Collaborated with developers to implement and test new website features and backend functionality, supporting customer-facing platforms
- Supported VoIP integration and coordinated with vendors for colocation services and bandwidth scaling as business needs evolved

## IT Systems Support Specialist

CHRISTUS Health-Beaumont, TX

April 2003 to January 2012

- Provided Tier 2 and Tier 3 support across enterprise environments, resolving issues involving desktops, applications, operating systems, and secure networks
- Maintained clinical systems uptime by performing proactive updates, hardware replacements, and scheduled server maintenance
- Supported critical healthcare applications including HBOC, Meditec, and PACS, ensuring seamless access for medical staff and compliance with HIPAA standards
- Migrated user systems during a multi-site rollout of digital medical records, including hardware upgrades and secure user access configuration
- Assisted in transitioning from analog to digital phone systems, configuring VoIP infrastructure and troubleshooting deployment issues
- Responded to 25+ service requests per day, maintaining a 90% weekly resolution rate and strong internal customer satisfaction
- Collaborated with systems and security teams to implement backup strategies, disaster recovery protocols, and antivirus enforcement across departments

## Education

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### High school diploma

Vidor AIMS High School - Vidor, TX

August 1991 to June 1994

## Skills

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- TCP
- Computer Networking
- Technical Support
- Linux
- Mac OS

- System Administration
- iOS
- LAN
- Help Desk
- Microsoft Exchange
- Remote Access Software
- Software troubleshooting
- DNS
- VMWare
- Disaster Recovery
- Desktop support
- ServiceNow
- Operating Systems
- Network Firewalls
- SQL
- IT
- Microsoft Windows
- PowerShell
- Mobile Devices

## Certifications and Licenses

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### **CompTIA A+**