DANIEL WHITTAKER
IT Systems Administrator

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PROFESSIONAL SUMMARY

I am an IT professional with 5+ years of experience and a track record of exceeding performance goals. Currently serving as the IT Systems Administrator at Rowan College at Burlington County, I specialize in managing complex systems like MECM, Office 365, and Privileged Access Management.

My focus is on efficiency and innovation, demonstrated by my architecture of BaronOps, a custom .NET administrative suite that centralizes endpoint management and automates SysAdmin workflows. I bridge the gap between technical infrastructure and end-user satisfaction by transforming manual maintenance into proactive, streamlined operations.

WORK EXPERIENCE

IT Systems Administrator
Rowan College at Burlington County

March 2024 – Present
Mount Laurel, NJ

- **Infrastructure & Security Leadership:** Manage critical on-prem and cloud infrastructure, including SCCM/MECM, Office 365, Colleague, and Deep Freeze. Spearheaded the organization-wide implementation of BeyondTrust PAM to enforce Zero-Trust standards across staff systems.
- **Imaging & Deployment Automation:** Architected standardized Windows images via VMWare for SCCM deployment and engineered an automated driver update system. Resolved legacy reporting errors and developed custom tools integrating Wake-on-LAN functionality for remote maintenance and bulk power-on.
- **Endpoint Management Automation:** Architected a secure .NET 8/WPF administrative console named BaronOps that unifies SCCM, Active Directory, Deep Freeze, 25LIVE, and Sassafras APIs into a "Single-Pane-of-Glass" interface. Engineered a custom backend with embedded PowerShell SDK 7.4 to execute complex "Thaw-Deploy-Freeze" workflows in real-time, while enforcing "Defense in Depth" security via RBAC and zero-trust credential storage.
- **Esports & "Nuclear Lockdown":** Engineered a "Nuclear Lockdown" security model utilizing Shell Replacement, NTFS locking, and BeyondTrust to eliminate system breakout attempts. Orchestrated the ggLeap rollout for about 400 students, totaling 1,500+ usage hours in the first term.
- **Operational Intelligence:** Leveraged 25Live and Sassafras APIs to synchronize academic calendars with system availability. Delivered high-fidelity usage visualizations to stakeholders, optimizing resource allocation and ensuring accurate reporting of active academic hours.
- **Support & Departmental Continuity:** Manage high-volume ticketing via HappyFox, prioritizing mission-critical support and collaborating with vendors to minimize downtime. Serve as a peer mentor, authoring master technical SOPs and documentation for the entire lab infrastructure.

Advanced Repair Agent
Geek Squad

Oct 2020 – Nov 2024
Princeton, NJ

- **Hardware & Software Diagnostics:** Pinpointed and resolved intricate hardware and software failures within a strict 24-48 hour turnaround time using advanced troubleshooting methodologies and specialized forensic tools.
- **Operational Efficiency:** Surpassed company performance benchmarks by sustaining a personal labor utilization rate exceeding 150%, demonstrating a high-velocity workflow in a demanding technical environment.
- **Client Experience & Consultation:** Delivered personalized, solution-driven technical recommendations, contributing to a team Net Promoter Score (NPS) surpassing 90.
- **Technical Communication:** Achieved 100% knowledge feedback in client follow-up surveys through active listening, meticulous documentation of concerns, and clear technical translation.
- **Workflow Optimization:** Maintained high-fidelity service records to ensure seamless team transitions, efficient follow-up procedures, and streamlined repair workflows.
- **Data Privacy & Integrity:** Upheld an unwavering commitment to the Zero-Loss data policy, safeguarding client devices and preserving data privacy throughout the entire diagnostic lifecycle.

EDUCATION

B.S. Information Technology
Strayer University
Mar 2023

CERTIFICATIONS

CompTIA A+ (June 2023)

In Progress:
CompTIA Network+
CompTIA Security+

TECHNICAL SKILLS

TECHNICAL PROFICIENCY

Systems: Windows · Server · MacOS · Linux · iOS/Android · ChromeOS · Printers · RF Scanners

Virtual/Remote: Hyper-V · VMWare · Proxmox · RDS · Parsec · ScreenConnect · VPN

Management: MECM/SCCM · Intune · AD · Entra ID · PAM · Deep Freeze · ggLeap · LabStats

Development: PowerShell · Python · Bash · C#/.NET · SQL · Git · HTML/CSS/JS

Applications: O365 · Teams · Google Workspace · Zoom · VoIP · Dropbox · Email

INFRASTRUCTURE

Security: Zero-Trust · Network Security · Firewalls · Access Control List · NTFS Locking · Shell Replacement

Networking: OSI Model · VLANs · Router Config · API Integration

Operations: Imaging (CloneZilla/SCCM) · Updates · Backups · Hardware Maintenance · Documentation and SOPs · Advanced Troubleshooting

SOFT SKILLS & OPERATIONS

Service: Help Desk · Ticketing (HappyFox) · Customer Service · Conflict Resolution

Leadership: Peer Mentorship · Training · Crisis Management · Technical Writing · Communication

Core Skills: Problem Solving · Critical Thinking · Research · Adaptability · Organization · Time Management