



Mark Brubeck

Systems Administrator

5429 Susquehanna Dr
Virginia Beach, Virginia, 23462
AveryBrubeck@yahoo.com
757-748-6353

Highly experienced IT Systems Administrator with 4 years of comprehensive expertise, including 2 years in managed IT services, adept in Windows Server management, Azure Cloud, and Microsoft 365. I am pursuing a more challenging role where I can deploy my robust IT skills to address complex business needs. I possess a strong record of streamlining IT systems, enhancing productivity, and delivering top-notch performance. My objective is to apply my proficiency in system configuration, maintenance, and troubleshooting, along with my in-depth knowledge of Microsoft technologies, to a dynamic organization that values innovation and growth. I am passionate about embracing new challenges, expanding my professional horizons, providing high-quality IT solutions, and driving technological excellence.

Professional Experience

September 2021 - Present

Systems Administrator Xerox Managed IT Services

I've held key responsibilities for delivering Tier III/IV support to over 400 enterprise-level organizations, encompassing the Department of Defense (DOD), as well as those regulated under HIPAA and PCI DSS standards. I've skillfully managed and administered Microsoft Azure 365 and Active Directory Sync within Windows Server environments while ensuring seamless deployment of enterprise-level applications. My expertise extends to the maintenance and troubleshooting of virtual environments, demonstrating my versatility and adaptability in diverse IT contexts. My proficiency in resolving intricate network issues is proven through my experiences with a variety of security appliances, such as Cisco, Meraki, WatchGuard, and SonicWall, further highlighting my ability to ensure security and stability within complex network infrastructures.

April 2019 - September 2021

Advanced Repair Agent Geek Squad

Proficient in diagnosing and fixing Windows and MacOS systems, with a knack for explaining complex tech issues to clients in an understandable manner. My skills as a mentor were leveraged in training newcomers to efficiently resolve issues. My contributions have been recognized twice as Employee of the Quarter, and I consistently demonstrate high productivity by maintaining the highest rate of ticket closures per hour.

Education

August 2022 - Present

Bachelor of computer science Tidewater Community College, Virginia Beach

My continuing education in Information Technology pursued through various universities and online platforms, has equipped me with a range of essential skills. These include the insights into networking configuration, management, and maintenance obtained through the Network+ course, and a comprehensive understanding of cryptography, risk management, and identity management developed through the Security+ course. Further, I honed my practical skills in penetration testing and vulnerability management via the Pentest+ course, which emphasized preemptive identification and mitigation of potential security risks. Finally, the Cisco Certified Network Associate (CCNA) course broadened my grasp of Cisco-based network fundamentals and technologies, especially regarding IP addressing, network security, and troubleshooting techniques.

Key Skills

- Server Management
- Cloud Platforms
- Virtualization
- Cyber Security
- Customer Service