

## **Professional & Technical Overview**

Senior IT professional experienced in infrastructure, cloud, and technology management. Microsoft Azure and D365FO certified. Proven record of improving business efficiency through automation, reliable infrastructure, and high-quality client/customer service.

Easy going, woods and wind kinda guy, summers I'm on the waters or in the trees. Me and my dog are always together, he's patient and has lots of great people who can watch him if I'm needed for a time away. I enjoy technology and figuring out how to make things work.

- Proficient in working with log files, including parsing data and using pipes to manage commands
- Understand core IT building blocks and the importance of correct procedure and process.
- Data management has been a large part of my work, including databases/queries.
- Security and confidentiality are achieved through minimal access, deliberate risk evaluation, and appropriate technical and procedural controls.
- My next objective is to apply this foundation to the field of artificial intelligence.

## **Education**

- Information Systems Specialist Diploma
- Certifications (Latest)
  - Microsoft Azure Fundamentals
  - Microsoft Dynamics 365 Finance & Operations Fundamentals
- Books I've completed this year for insights into my direction of things
  - Applied Agentic AI (Current)
  - Agentic Artificial Intelligence
  - AI Engineering
  - Comptia Security +
  - The Kubernetes Book
  - The Cuckoo's Egg
  - The Pen-testers Blueprint
  - The Wizard's First Rule Entire Series – Terry Goodkind

## **Skills & Experiences**

- **Instruction & Training:** College-level and client training, curriculum development, and hands-on labs
- **Infrastructure & Networking:** Servers, maintenance, monitoring, hardware installation, and cabling
- **Cloud Administration:** Azure, GCP - Resource provisioning, migrations, managed.
- **Virtualization:** Hyper-V, ESXi, Virtual Host, Minikube - deployment, migration, and performance
- **Scripting & Automation:** PowerShell, Python, Bash, SQL, PHP , yaml
- **Database Administration:** MySQL, MSSQL – Managed, supported, and built solutions
- **Security & Firewalls:** WatchGuard, Cisco, etc – Least allow policy-based firewall management
- **Networks, VOIP & Wireless:** Cisco, SonicWall, Juniper, UniFi, Meraki deployment and support
- **Kubernetes:** Minikube-based container orchestration, scaling, and cluster health
- **AI Integration:** Local and cloud agentic workflows for monitoring, reporting, and documentation
- **Monitoring:** PRTG, Auvik, SolarWinds, Nagios alerting and performance analysis
- **Business Systems:** Sage, Syspro, NetSuite, Dynamics 365 implementation and user training
- **Disaster Recovery & Backup:** Strategy design, testing, execution, and data validation

## **Professional Background**

### **Technical Service Representative (Level 2) | 2024–Present**

- Diagnose and resolve hardware and software issues on Xerox equipment
- Perform repairs, parts replacement, and preventative maintenance
  - Maintain accurate service documentation and parts inventory
- Certified to service all but specialized production printers

### **Infrastructure Consultant | 2021–2023**

- Designed and deployed infrastructure supporting multiple Dynamics 365 development projects
- Managed security, backups, procedures, deployment options and more
- Created documentation to hand off to technical leads, providing full deployment and configuration options, common support issues.
- Worked closely with data modellers as part of migration process preparations

### **IT Consultant | 2017–2021**

- Provided end-to-end IT services for 150+ clients across multiple industries
- Supported infrastructure, security, automation, and operational continuity