Chase Osborne

Systems Administrator

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Systems Administrator with 4+ years supporting hybrid Windows and Linux environments for 200+ users. Skilled in Active Directory, Microsoft 365, Azure AD, scripting, deployments, and troubleshooting. Interested in automation, monitoring, cloud operations, and growing DevOps/AWS experience.

Work Experience

Lead Systems Administrator
Sovereign Pharmaceuticals

Sep 2023 - Jul 2025

Supported 200+ users across five buildings, maintaining desktops, servers, Microsoft 365, Azure AD, and on-prem AD. Assisted with tenant migration and SAP ERP rollout, handling user transitions, access provisioning, Group Policy updates, and general troubleshooting.

- Improved workstation imaging and deployment consistency
- Streamlined user onboarding and access setup
- Strengthened documentation and troubleshooting guides

IT Support Specialist
Sovereign Pharmaceuticals

Feb 2022 - Sep 2023

Provided Tier 1–2 support in a hybrid environment, resolving daily user issues, improving documentation, and streamlining PC deployments. Managed identity tasks, basic Microsoft 365 administration, and assisted with onboarding, hardware setup, and site integrations.

- Collaborated with senior staff on escalations to ensure quick resolution
- Supported software rollouts and basic application configuration

Account Support Specialist
PRA Group

Aug 2021 - Feb 2022

Provided account support, customer service, and issue resolution for incoming client inquiries. Handled account updates, data verification, and documentation while maintaining accuracy, professionalism, and consistent service quality.

Various Roles – Team Lead, Trainer, Sales
Walmart & 7-Eleven

Jun 2018 - Aug 2021

Handled customer service, cash management, inventory tasks, and daily store operations. Maintained accuracy, communication, and reliability across fast-paced retail and service roles.

Core Skills

Infrastructure & Systems Administration, Scripting & Automation, Containerization & Service Deployment, Network Administration, Identity & Access Management, Backup & Disaster Recovery