Chase Osborne

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Education

Western Governors University
June 2023 - Current

Skills

- Bash scripting
- Technical support scheduling
- IT resource use
- Change management
- Linux system administration
- Network administration
- Disaster recovery
- Risk mitigation planning

Certifications

- CompTIA Security+
- CompTIA Network+
- CompTIA A+

Hands-on IT Manager with 5+ years of experience building, automating, and maintaining hybrid IT environments for 200+ users and 230+ systems. Experienced in scripting infrastructure automation with PowerShell, managing Microsoft 365 and Azure AD environments, and leading migrations, ERP transitions, and security deployments. Passionate about infrastructure as code, monitoring, and cloud operations, wih a strong interest in expanding DevOps and AWS experience.

Work history

IT Manager
Sovereign Pharmaceuticals, Fort Worth, United States |September 2023 - July 2025

- I lead IT infrastructure, helpdesk operations, and systems management for 200+ users across five buildings. I oversee 230+ systems, including domain controllers, ERP platforms, and lab instrumentation PCs.
- Assisted Microsoft 365 tenant migration with seamless user transition and z downtime
- Assisted transition to SAP ERP, supporting system readiness and access provisioning
- Authored policies and SOPs that reduced reactive workload by 60%
- Cut IT ticket backlog in half by improving documentation, automation, and user training
- Designed MDF/IDF layout and ran structured cabling during new building renovation
- Managed network and system performance, conducting troubleshooting, security patching, and maintenance.
- Installed and configured 30+ security cameras, improving site-wide visibility

IT Support Specialist
Sovereign Pharmaceuticals, Fort Worth, United States | February 2022 - September 2023

- Provided Tier 1-2 support for over 230 systems and 200+ users in a hybrid environment. Focused on reducing friction, improving processes, and building scalable solutions.
- Administered Microsoft 365, Azure AD, and Exchange; managed identity and provisioning
- Resolved 200+ support tickets monthly while maintaining SLA compliance
- Reduced PC deployment time by 40% through documentation and automation
- Assisted in a Microsoft 365 tenant migration at a secondary site
- Configured VPNs and supported integration of newly acquired locations

Account Support Specialist
PRA Group (Nasdaq: PRAA), North Richland Hills, United States | August 2021 - February 2022

- Supported internal systems and customer account platforms in a high-volume call center.
- Performed data entry, issue triage, and remote troubleshooting

Various Roles - Team Lead, Trainer, Sales
Walmart & 7-Eleven | June 2018 - August 2021

- Built foundational leadership, communication, and customer service skills
- Trained new hires and supervised daily operations

Links

https://github.com/chaco-win
https://www.linkedin.com/in/chase-osborne-5a5a4120a/