**Ezekiel Craig**

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##### PROFESSIONAL PROFILE

Dedicated IT professional with over 6 years of experience, adept at leveraging programming skills, exceptional customer service abilities, and a proven track record in troubleshooting. Seeking a challenging role where my technical expertise and commitment to delivering high-quality solutions can contribute to the success of an innovative team or project.

##### SKILLS

**Languages:** Java, Python, PowerShell, C#, JavaScript, HTML, CSS

**Frameworks:** React, Angular

**Databases:** SQL(PostgreSQL)

**Cloud Infrastructure:** Azure**,** Azure Active Directory

**Tools:** Microsoft Intune, Canva, ServiceNow, O365, Power BI, GitHub, Remote Support, VMware vCenter, Nagios, Qualys, Azure Arc, WSUS

**Version** **Control:** Git

**CERTIFICATIONS**

* DoD 8570 IAT Level II certification: CompTIA Security+
* Microsoft Security, Compliance, and Identity Fundamentals
* Microsoft Azure AI Fundamentals
* Microsoft Azure AI Engineer Associate
* AWS Certified Cloud Practitioner
* PMI: Certified Associate in Project Management (CAPM)
* WGU Front-End Developer
* WGU Back-End Developer
* Foundational C# Developer with Microsoft
* ITILv4

## PROFESSIONAL EXPERIENCE

**Systems Engineer**

Auburn University – Office of Information Technology, Auburn, AL **August 2024 – Present**

* Build and manage virtual machines (VMs) using vSphere and Azure Arc, optimizing resource allocation and performance.
* Manage system updates, certificates, and patch deployments using WSUS and automated scripts in PowerShell.
* Configure and manage firewall rules using Group Policy Objects (GPO) to enhance network security and enforce organizational policies.
* Troubleshoot software and hardware issues, achieving rapid resolution using tools like Remote Desktop.
* Conduct vulnerability assessments and mitigate risks using Qualys, enhancing system security and compliance.
* Leverage Nagios for monitoring and alerting services, ensuring real-time detection and resolution of issues across servers, switches, applications, and services.
* Utilize GitHub for version control and collaborative development of IT solutions.
* Communicate technical processes and solutions effectively to non-technical audiences, fostering cross-departmental understanding.

**Information Technology Specialist**

Auburn University – Office of Information Technology, Auburn, AL **February 2021 – August 2024**

* Configured and managed laptops with Microsoft Intune, including device enrollment via Autopilot and manual methods, ensuring seamless onboarding and efficient device management.
* Provided remote technical support, promptly resolving hardware, software, and network issues to maintain high user satisfaction and minimize downtime.
* Deployed software updates, patches, and monthly application updates through Intune, improving system security, stability, and performance.
* Developed and tested PowerShell scripts for app detection and automation, enhancing efficiency in software management and deployment.
* Organized device and user groups in Azure Active Directory, streamlining device management, access control, and reporting for compliance and security purposes.
* Implemented robust security protocols to safeguard endpoint devices and organizational data, ensuring regulatory compliance and threat protection.
* Collaborated with cross-functional IT teams to resolve escalated technical issues, leveraging ServiceNow for ticket management and maintaining high service quality standards.

**Information Technology Specialist**

Auburn University - Harbert College of Business, Auburn, AL **January 2016 – February 2019**

* Managed and delivered technology support, resulting in a 99% uptime of classroom, lab, and conference room technology resources.
* Documented resolved issues using the ticketing system, maintaining a response time of under 24 hours for issue resolution.
* Successfully addressed a diverse range of technical issues, employing both remote and in-person troubleshooting methods.
* Executed hardware and software installations while delivering top-notch customer care and training.

##### EDUCATION

**Bachelor of Science in Software Engineering**

Western Governors University • Salt Lake City, UT, USA **July 2024**

* Courses Included: Version Control, Data Structures and Algorithms, JavaScript/Angular Programing, Advanced Data Management, Java Fundamentals, and Front-End Development.

**Master of Science in Information Technology Management August 2020**

Western Governors University, Salt Lake City, UT

**Bachelor of Science in Information Systems Management May 2019**

Auburn University, Auburn, AL