

ELLE HELD

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Professional Summary

Dedicated and resourceful IT Systems Engineer with 10 years of experience in technical support and systems administration. Proficient in leveraging PowerShell scripting and automation to streamline troubleshooting and optimize Windows server and workstation performance. Skilled in designing and managing virtual environments across Azure Cloud, VMware, and Hyper-V. Experienced in leading customer system migration projects from planning to execution, ensuring seamless transitions and reliable outcomes with an agile approach.

Authorized to work in the US for any employer

Work Experience

Systems Engineer

TeamLogic IT of Northeast Austin (formerly Networkitects dba Diggio)-Austin, TX

June 2021 to September 2025

- Troubleshoot and resolved issues with critical datacenter cluster infrastructure and investigated root cause.
- Led customer systems migrations to ensure future efficiency and maintainability of their systems and ensured project deadlines were met.
- Designed and created project plans for multi site domain and stretch cluster.
- Coordinate project plans and communicated technical information to diverse stakeholders.
- Designed and managed Azure cloud AVD solution and created SOP material for managing customers on AVD.
- Led project to streamline internal process and system automation development and maintain clear documentation.
- Designed, planned, deployed and maintained VMware / Omnicore Horizon and vSphere cluster.
- Proficient in PowerShell scripting and automation tools to automate IT support processes for Windows systems.
- Leveraged AI to streamline PowerShell scripting and interpreted and tested script logic and flow.
- Created and documented the process for managing virtualized desktop systems in Azure.
- Designed and implemented backup and disaster recovery procedures.
- Troubleshoot networks, systems, and applications to identify and correct issues.
- Designed and implemented complex systems failover architecture for a multi-site enterprise environment.

Systems Administrator

TeamLogic IT (Formerly Networkitects dba Diggio)-Austin, TX

June 2019 to June 2021

- Windows Server administration, including AD, Group Policy, LAPS, SQL, and Datacenter maintenance.
- Installed, configured, tested, and maintained Microsoft RDP and Horizon VDI environments.

- Monitored system performance and conducted updates, patches, and preventive maintenance.
- Trained and mentored Tier I & II support staff and acted as primary escalation resource.

Tier II Technical Support

TeamLogic IT (Formerly Networkitects dba Diggio)-Austin, TX

June 2018 to June 2019

- Provided advanced technical support via phone, chat support, and onsite visits.
- Diagnosed and resolved advanced issues related to hardware, software, and networks.
- Troubleshooted network connectivity issues (LAN, WAN, VPN).
- Collaborated with other IT teams to ensure seamless support and project success.

Web Developer/Technical Support

UW-Whitewater, Graduate Studies and Continuing Education-Whitewater, WI

February 2015 to May 2018

- Collaborated within a team environment to design and implement new websites.
- Provided first response technical support for office staff and student employees.
- Filmed various university activities and produced video marketing content.

Education

Information Technology - Networking and Security Emphasis (Bachelor of Business Administration)

University of Wisconsin-Whitewater-Whitewater, WI

September 2014 to May 2018

Skills

- PowerShell (5 years)
- Team lead experience
- System troubleshooting
- Help desk (10+ years)
- Cloud services
- Disaster recovery
- HTML (3 years)
- Microsoft Windows Server (7 years)
- Scripting
- Automation
- Microsoft SQL Server
- IT support (10+ years)
- IT infrastructure
- VMware (4 years)
- Azure (5 years)
- Performance optimization
- Database management

- Virtualization (7 years)
- CSS (3 years)
- SQL (5 years)