

# James Hathcock

Senior Systems Engineer | IT Director | 30+ Years Experience

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## Professional Summary

Senior Systems Engineer with **30 years of experience** architecting, securing, and optimizing enterprise IT infrastructure. Expert in cloud services (Azure/O365), virtualization, systems management, and network engineering.

- **Operational Excellence:** Proven ability to reduce operational complexity and sustain 99.9%+ uptime across hybrid environments.
  - **Leadership:** Adept at driving cloud migrations, developing IT policies, leading cross-functional teams, and strengthening business continuity.
  - **Goal:** Seeking a Senior Systems Engineer role focused on infrastructure modernization.
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## Core Skills

Domain	Skills
Infrastructure & Cloud	Azure, O365, Exchange, Entra ID, AD/GPO, Intune, Hyper-V, VMware, System Center
Networking	Switching, Routing, SD-WAN, DNS, SonicWall, Firewalls, VPN, Wi-Fi, Network Segmentation
Security	Endpoint Security, MFA, Identity Management, Compliance, Hardening, WAF, Risk Mitigation
Systems & Tools	Windows Server, Linux, Hardware Architecture, Monitoring (PRTG), PowerShell

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## Experience

### Easterseals Delaware & Maryland's Eastern Shore

New Castle, DE / 2011 – 2025

#### Director of Information Technology (March 2025 – June 2025)

- **Strategic Leadership:** Promoted based on infrastructure modernization capabilities.
- **Compliance:** Implemented cloud/cybersecurity initiatives increasing compliance score by **5%**.
- **Disaster Recovery:** Developed and executed a BCP/DR strategy enabling **24-hour full organizational recovery**.
- **Training:** Delivered staff-wide technology training, improving digital adoption and efficiency.

#### Senior System Engineer (Feb 2023 – April 2025)

- **Cloud Migration:** Delivered 15+ Azure system deployments achieving **99.9% uptime** and reducing maintenance cycles by 30%.

- **Policy & Security:** Authored IT policies for 500+ endpoints via Intune/Azure AD, achieving **100% compliance** and reducing audit findings by 40%.
- **Cost Reduction:** Reduced IT expenditures by **18%** through contract negotiations.
- **Efficiency:** Executed Azure/PowerShell deployments reducing timelines by 30%.

#### System Engineer (*Feb 2021 – Jan 2023*)

- **SLA Improvement:** Automated service operations improving SLA performance by **28%**.
- **Security:** Rolled out MFA and endpoint security, boosting compliance scores by **+20 points**.
- **Virtualization:** Built Hyper-V clusters for 300+ users, reducing latency by **30%**.

#### Network Administrator (*Dec 2011 – Feb 2021*)

- Led full **Office 365 migration**, improving continuity and collaboration.
  - Achieved **99.95% uptime** with automated PRTG monitoring.
  - Managed 150+ monthly network tickets, improving SLA compliance by 30%.
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### Delaware.Net, Inc

#### Network Engineer *Dover, DE / March 2008 – Dec 2011*

- Optimized network/server performance boosting data center efficiency by **10%**.
  - Enhanced reliability, reducing downtime by 15%.
  - Implemented VMware/Hyper-V, reducing resource consumption by **22%**.
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### Key Projects

#### Enterprise IT Policy & Compliance Overhaul

- **Scope:** Authored and deployed IT policies across 500+ endpoints using Intune & Azure AD.
- **Result:** Achieved **100% compliance** and reduced audit findings by **40%**.

#### DR/BCP Overhaul (24-Hour Recovery)

- **Scope:** Engineered new business continuity strategy (2024–2025).
- **Result:** Reduced potential downtime and achieved recovery capability within **24 hours**.

#### Azure Cloud Migration & Standardization

- **Scope:** Migrated legacy infrastructure and key applications to Azure (18-month initiative).
  - **Result:** Delivered 15+ successful deployments and reduced maintenance cycles by **30%**.
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### Certifications

- **Microsoft Certified Professional (MCP)**
  - **Security+** (Expected Feb 2026)
  - **Azure Administrator (AZ-104)** (Expected May 2026)
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