



# JOHN WILSON

HELP DESK TECHNICIAN | IT SUPPORT SPECIALIST

## EDUCATION

**University of Kentucky - Gatton College of Business and Economics**

2006 Bachelor's Degree

Major 1: Decision Science & Information Systems

Major 2: Management

**Michigan State University**

2014 – Master Certificate

Integrated Supply Chain Management

## CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

**CompTIA Network+ Certified** (Achieved: August 2025)

**CompTIA A+ Certified** (Achieved: August 2024)

**AWS Certified Cloud Practitioner (CLF-C02)** (In Progress - ETA Oct. 2025)

**Microsoft 365 Endpoint Administrator (MD-102)** (In-progress – ETA Dec. 2025)

## WORK EXPERIENCE

**Seniors First Resources – Director of Operations**

2003 – Present

- Oversaw IT infrastructure to ensure **100% business-hour uptime**.
- Executed a critical **migration** of the company **database** from Microsoft Access to the **KonnexMe cloud suite**.
- Managed data integrity through cleansing, formatting, and importing large Excel datasets.
- Coordinated logistics and material deployment for all client seminars.

## HOME LAB & TECHNICAL PROJECTS

- **Full-Stack Infrastructure Engineering:** Designed and managed a full-stack home lab on custom-built servers using **Ubiquiti**, **Proxmox** virtualization layer, VMs (Ubuntu, TrueNAS), and a portfolio of **40+ containerized applications** deployed via Docker Compose.
- **Application Security & Identity Management:** Architected a multi-layered security model for self-hosted services using **Traefik**, **Cloudflare**, and **Authentik** for Identity and Access Management (IAM) and SSO.
- **Advanced Systems Troubleshooting:** Diagnose a complex electrical systems issue on a custom Audi S4 Avant by creating detailed troubleshooting matrices and interpreting factory repair manuals to systematically pinpoint component failures.

## ADDITIONAL TECHNICAL SKILLS

- **Cloud, Virtualization, & Containers:** Authentik (IAM/SSO), AWS (IAM), Microsoft 365, Entra ID, Microsoft Intune
- **Networking & Security:** Ubiquiti UniFi Suite, VLAN Segmentation, **Traefik (Reverse Proxy)**, Cloudflare Proxy & Tunnels, VPN (WireGuard, Tailscale), mTLS
- **Automation & Scripting:** Home Assistant (YAML)
- **Systems & Hardware:** Windows & Debian/Ubuntu Environments, Custom PC & Server Assembly, Component-Level Hardware Troubleshooting
- **Data & Operations:** Data Formatting & Migration, Inventory Management, Project Logistics

## PROFILE

Highly motivated Technical Professional with CompTIA A+ and Network+ certifications and extensive hands-on experience in systems administration, network engineering, and modern application deployment. Proven ability to manage complex projects, troubleshoot intricate systems, and provide comprehensive operational support.

Actively pursuing AWS and Microsoft certifications to specialize existing skills for a role in cloud infrastructure and modern endpoint management.

## HOBBIES

Hiking  
Travel  
Building custom cars  
Improving home automation  
Wine