JOHN R. WILSON

Help Desk Technician | IT Support Specialist

Professional Summary

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.

Technical Skills

- Cloud, Virtualization, & Containers: Proxmox VE, Docker, TrueNAS, 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), Proxmox (Scheduled Backups), Docker Compose
- Systems & Hardware: Windows & Debian/Ubuntu Environments, Custom PC & Server Assembly, Component-Level Hardware Troubleshooting
- Data & Operations: Data Formatting & Migration, Inventory Management, Project Logistics

Certifications & Professional Development

- CompTIA Network+ Certified (Achieved: August 2025)
- CompTIA A+ Certified (Achieved: August 2024)
- AWS Certified Cloud Practitioner (CLF-C02) (In Progress - Est. Completion Oct. 2025)
- Microsoft 365 Endpoint Administrator (MD-102) (Studying - Est. Completion Dec. 2025)

Professional Experience

Director of Operations | Seniors First Resources, Florence, KY | 2003 - Present

- Serves as the sole IT and operations lead, providing hands-on technical support for all hardware, software, and network infrastructure to ensure 100% business uptime.
- Executed a critical database migration from Microsoft Access to the KonnexMe cloud suite, managing the full project lifecycle.

- Manages data integrity by cleansing, formatting, and importing large client datasets from Excel into the company's cloud database.
- Coordinates all logistics and technical preparations for client-facing seminars, ensuring all marketing materials and equipment are deployed effectively.

Home Lab & Technical Projects

- Full-Stack Infrastructure Engineering: Designed and manage a full-stack home lab on custom-built servers using Ubiquiti networking, a 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 as a reverse proxy, Cloudflare for edge security, and Authentik for centralized Identity and Access Management (IAM) and Single Sign-On (SSO).
- Advanced Systems Troubleshooting: Diagnosing 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.
- Complex Project Management: Managed the full lifecycle of parting out five complete vehicles, demonstrating expert-level project management by tracking the inventory, sale, and shipment of thousands of individual components.

Education

- Master Certificate, Integrated Supply Chain Management – Michigan State University, 2014
- Bachelor of Business Administration – University of Kentucky, 2006
- Majors: Decision Science & Information Systems, Management