

Lee Charles

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Objective

IT Professional with a IT Help Desk and software engineering background seeking a Junior Systems Administrator role to leverage technical expertise in Windows environments, scripting, and automation. Skilled in improving operational efficiency through creative problem-solving and system optimization.

Technical Skills

- **Operating Systems:** Windows Server & Desktop
 - **Virtualization:** VMware, Hyper-V
 - **Networking:** DNS, DHCP, IP Addressing
 - **Scripting & Automation:** PowerShell, Python, Bash
 - **Tools:** Veeam Backup, Active Directory, O365 Administration
 - **Other:** Git, Ticketing Systems, Azure Entra (Identity Management)
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Professional Experience

IT TSC Associate

UAMS | Remote | May 2023 – Present

- Provide Tier 1/2 technical support for enterprise systems and applications.
- Developed Python-based solutions reducing data query times by 99.6%, enhancing efficiency for institutional tasks.
- Automated VBA data pipelines to manage and validate weekly updates to enterprise systems.

Web Developer/Project Manager

Pittsburgh Doors and Closets | Remote | Mar 2023 – Jun 2023

- Led responsive web design efforts using React, enhancing user engagement and SEO.
- Implemented CI/CD workflows with GitHub and ensured uptime during domain migration.

Help Desk Support

Community Care Management Services | Little Rock, AR | May 2017 – Dec 2022

- Installed, repaired, and upgraded hardware/software, resolving technical issues for end-users.
- Managed sensitive healthcare data, ensuring compliance with validation protocols.

Pharmacy Tech I

CHI St. Vincent's Infirmary | Little Rock, AR | Jul 2015 – Jul 2017

- Coordinated medication inventory, resolved technical issues with Pyxis systems, and collaborated with medical teams.
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Education

Master of Science in Data Analytics (In Progress)

Capella University | Expected Graduation: Sept 2025

Bachelor of Science in Information Technology

Capella University | Graduated: Jun 2024 | *Summa Cum Laude*

Notable Projects

- **Zoom Update Automation (PowerShell):** Reduced update time by 15 minutes through automated uninstall/install scripts with advanced error handling.
- **Windows Temp File Cleaner (PowerShell):** Reduced system cleanup times from 25 minutes to 2 minutes, enhancing efficiency across multiple machines.
- **Active Directory Scripting (PowerShell):** Streamlined user and device management tasks in hybrid Azure/Windows AD environments.