# Michael Carter

# RESUME

## Contact Information

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* **Location:** Chicago, IL, USA
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## Professional Summary

Experienced and detail-oriented System Administrator with 11+ years of success managing complex IT infrastructures in both SME and enterprise environments. Expert in system uptime, virtualization, cloud migration, and end-to-end security. Renowned for analytical problem-solving, proactive support, and collaboration to drive business results.

## Key Skills

* **System Administration:** Windows Server (2012/2016/2019), Linux (RHEL, Ubuntu), Active Directory, Group Policy Management
* **Network Management:** LAN/WAN design and troubleshooting, Cisco ASA firewalls, VPN (OpenVPN, IPSec), network monitoring (SolarWinds, Nagios, Zabbix)
* **Virtualization & Cloud:** VMware vSphere, Microsoft Hyper-V, AWS EC2 cloud architecture
* **Security:** Endpoint security, vulnerability management, SIEM (Splunk, Graylog), audit & compliance
* **Automation & Scripting:** PowerShell, Bash, Python (process automation, system monitoring)
* **Database Management:** MySQL, PostgreSQL, SQL Server (routine backup and maintenance)
* **Documentation:** SOP development, technical manuals, disaster recovery planning, compliance reporting

## Professional Experience

### Senior System Administrator

**Skyward Digital – Chicago, IL, USA**  
*March 2020 – Present* - Lead management of a 120+ server hybrid cloud environment, achieving 99.99% uptime annually. - Directed migration from on-prem VMware to AWS EC2, reducing IT costs by 27% while boosting scalability. - Designed and enforced IT security policies, leading to ISO 27001 certification in 2022. - Automated user provisioning, backup, and patch management workflows via custom PowerShell and Python scripts. - Mentored a team of five junior administrators, delivering training and technical guidance.

### System Administrator

**Quantum Solutions Inc. – Chicago, IL, USA**  
*January 2016 – February 2020* - Deployed and maintained Linux and Windows servers for 350+ users in a fast-paced environment. - Proactively managed network and server performance, closing 1,200+ support tickets yearly with a 98% satisfaction rate. - Performed quarterly security audits and timely patching, reducing critical vulnerabilities by 30%. - Orchestrated disaster recovery testing, ensuring business continuity. - Trained IT support staff in troubleshooting, documentation, and compliance.

### IT Support Specialist

**Bayside Technologies – Evanston, IL, USA**  
*August 2013 – December 2015* - Supported 150+ users with technical troubleshooting for desktops, mobile devices, and peripherals. - Configured and maintained network printers, scanners, and conference hardware. - Assisted with company-wide Office 365 and Windows 10 migrations, minimizing downtime. - Authored clear user guides and technical documentation for end-users and IT colleagues.

## Education & Certifications

* **Bachelor of Science in Information Technology**, University of Illinois at Urbana-Champaign, 2013
* **Certifications:**
  + CompTIA Network+ (2013)
  + CompTIA Security+ (2015)
  + Microsoft Certified: Azure Administrator Associate (2020)

## Additional Information

* **Languages:** Fluent in English, conversational in Spanish
* **Interests:** Open-source automation tools, ethical hacking, cycling, contributing to local tech meetups