Michael Bernat

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Profile

Versatile IT professional and U.S. Air Force veteran with over a decade of experience architecting, securing, and supporting enterprise infrastructure across hybrid cloud and on-prem environments. Proven ability to troubleshoot the unsolvable, build systems from scratch, and drive mission-critical operations across networks, endpoints, and identity platforms. Known for relentless problem-solving, technical clarity, and hands-on execution.

Key Projects & Highlights

- **Active Directory–Linux Integration:** Engineered a Debian-based system to integrate with AD for authentication—achieved without formal documentation through extensive testing and protocol research.
- **Veeam Infrastructure Rebuild:** Led PostgreSQL migration of enterprise backup system for performance and reliability improvements.
- **Zero-Touch Intune Deployment:** Developed automated provisioning and lifecycle workflows using PowerShell, GPO, and Intune across multi-client environments.
- **Security Compliance:** Hardened endpoint and network infrastructure using Microsoft Defender, firewall policy tuning, and secure identity management (MFA, conditional access).

Professional Experience

Sim2k – Systems Administrator

February 2025 – May 2025 | Indianapolis, IN

- Supported multi-client MSP environment, responding to escalations and securing infrastructure across networking, endpoints, and cloud services.

- Administered and maintained Intune MDM, Autopilot, Defender for Endpoint, and Windows Server/Client deployments.
- Diagnosed and repaired persistent network issues using VLAN, VPN, and DNS strategies with FortiGate, Sophos, and Meraki.
- Coordinated high-severity incident response, change management, and client communication.
- Managed infrastructure lifecycle: patching, logging, ticket triage, firewall tuning, AD object hygiene, and backup validation.

NetGain Technologies – Support Engineer 2

November 2023 - January 2025 | Louisville, KY

- Implemented and supported hybrid Microsoft 365/AD environments for small to midsize enterprise clients.
- Led Microsoft Entra ID rollouts with Conditional Access, compliance policies, dynamic groups, and Intune lifecycle configuration.
- Authored custom PowerShell modules for automating account provisioning, RBAC alignment, and patching.
- Hardened cloud and on-prem environments through Intune baselines, Defender AV/EDR tuning, and multi-platform patch compliance.
- Facilitated disaster recovery and migration scenarios, balancing business needs with security standards.

Humana – Systems Engineer

October 2021 - August 2023 | Louisville, KY

- Designed, documented, and deployed custom PowerShell modules to automate and standardize server administration.
- Managed and reported on fleet patch compliance, security baselines, and deviation remediation.
- Coordinated weekly patch deployments, AD-based GPO staging, and tested rollback scenarios for Tier 2 systems.
- Worked closely with security and compliance teams to ensure NIST/FISMA-aligned system posture.

YUM! Brands – Help Desk Technician 2

September 2018 - October 2021 | Louisville, KY

- Delivered Tier II support for proprietary Linux-based point-of-sale systems across hundreds of franchise locations
- Created AutoHotkey automation tools to streamline repetitive support tasks and reduce ticket volume
- Performed CLI-based maintenance on embedded hardware and assisted with VoIP troubleshooting and triage
- Monitored infrastructure health using SolarWinds; proactively resolved alerts to maintain uptime and service quality

Boomtown – Field Technician (Contract)

April 2016 - April 2021 | Louisville, KY

- Performed on-site installation, repair, and troubleshooting of point-of-sale systems, networking hardware, and low voltage infrastructure for retail and hospitality clients.
- Designed and deployed small office network layouts including firewall, switch, and wireless access point configuration.
- Ran and terminated Ethernet cabling (Cat5e/Cat6) to support client expansion and infrastructure refreshes.
- Delivered clear documentation of topology changes and coordinated remotely with engineering teams for escalated diagnostics.
- Developed customer rapport through transparent troubleshooting and timely resolution during high-pressure service windows.

Time Warner Cable – Consumer Internet Support 3

June 2015 – Sep 2018 | Louisville, KY

- Resolved complex networking issues escalated beyond Tier II, including firmware anomalies and regional signal degradation

- Performed remote diagnostics and live reconfiguration of residential and small business cable modems and routers
- Provided technical leadership in supporting DOCSIS gateway issues, dynamic IP routing, and client-side performance tuning

U.S. Army Human Resources Command – Help Desk Technician

June 2014 - June 2015 | Fort Knox, KY

- Supported Army recruiting systems and remote users across CONUS; required active Security+ and DOD Secret clearance
- Diagnosed and resolved issues in mission-critical HR systems and Windows-based workstations in a secure enclave
- Coordinated with Tier III teams for escalation and ensured operational continuity across access-controlled systems

United States Air Force – Tactical Aircraft Maintenance

April 2008 – January 2014 | Wright Patterson AFB

- Conducted inspections, maintenance, and troubleshooting on C-5 and C-17 aircraft systems in high-stakes operational environments.
- Managed large-scale technical checklists, documented mechanical performance, and ensured safety compliance under pressure.
- Developed early technical discipline, hardware familiarity, and the work ethic that shaped future infrastructure work.

Platforms & Tools

Infrastructure: Windows Server, Ubuntu, Debian, Hyper-V, Proxmox, VMware, VDI
Networking: DNS, DHCP, VLAN, FortiGate, Meraki, Sophos, VPN, SD-WAN
Cloud & Identity: Azure AD / Entra ID, ADDS, Group Policy, Microsoft 365, Intune, Defender
Automation & DevOps: PowerShell, Bash, Ansible, Git, Markdown, cron, JSON
Security: SIEM logging, Defender ATP, Firewall config, Conditional Access, RBAC

Backup: Veeam, Acronis, StorageCraft, Datto, Windows Server Backup
Tools: ConnectWise, ServiceNow, Remote Utilities, IT Glue, Kaseya, SCCM

Certifications

- CompTIA Security+
- CompTIA Network+

Education

- Air Force Technical Training, C-17/C-5 Systems – Sheppard AFB
- Additional Coursework – Ivy Tech (Networking, Linux Fundamentals)