

Ryan's Career - Personal Information

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Skillset

Technical Skillset

Skill Level Legend

Skill Level	Explanation
Beginner	Just started learning about this topic and have barely used it. I don't have the knowledge to setup from scratch or manage on a daily basis without significant additional research/assistance in the short term. Uncomfortable with configuring, managing, implementing, or securing this topic. Will learn new things about this topic including implementation, management, configuration, securing, and new features being implemented regularly or even daily.
Proficient	Have utilized in my day to day, either in my homelab or various employers. I don't necessarily have the knowledge to setup from scratch or manage on a daily basis without additional research/assistance in the short term. Still relatively uncomfortable with configuring, managing, implementing, or securing this topic. Actively learning about this topic including new features being implemented regularly or even daily.
Advanced	Heavily utilized in my day to day, either in my homelab or various employers. I have performed setup previously, or on a regular basis, and would need little or no research involving this topic. Very comfortable with configuring, managing, implementing, or securing this topic. Regularly learning about this topic including new features being implemented.
Expert	Heavily utilized in my day to day, either in my homelab or various employers. I have performed setup previously, or on a regular basis, and would rarely need research involving this topic. Incredibly comfortable with configuring, managing, implementing, or securing this topic. Very little left to learn about this topic outside of new features implemented.
Master	Heavily utilized in my day to day, either in my homelab or various employers. I have performed setup previously, or on a regular basis, and would almost never require research involving this topic. Extremely comfortable with configuring, managing, implementing, or securing this topic. Almost nothing left to learn about this topic outside of new features implemented.

Operating Systems

Windows Client OS

Technology	Date Acquired	Acquired From	Skill Level	Skill Still Used
Windows 3.1	08-01-1993	Personal interest	Advanced	No
Windows 95	01-01-1996	Personal interest	Advanced	No
Windows 98	01-01-1999	Personal interest	Advanced	No
Windows ME	11-01-2000	Personal interest	Advanced	No
Windows XP	08-25-2001	Personal interest	Expert	No
Windows Vista	01-30-2007	Personal interest	Expert	No
Windows 7	08-22-2009	Personal interest and various employers	Master	No
Windows 8/8.1	08-17-2013	Personal interest and various employers	Expert	No
Windows 10	07-29-2015	Personal interest and various employers/Homelab Use	Master	Yes
Windows 11	01-01-2023	Personal interest and various employers/Homelab Use	Master	Yes

Windows Server OS

Technology	Date Acquired	Acquired From	Skill Level	Skill Still Used
Windows 2000 Server	08-01-1993	Personal interest in computers	Proficient	No
Windows Server 2003/R2	04-24-2003	Personal interest in computers	Expert	No

Technology	Date Acquired	Acquired From	Skill Level	Skill Still Used
Windows Server 2008/R2	02-27-2008	Tech Team Global	Expert	No
Windows Server 2012/R2	01-30-2013	General Motors	Master	Yes
Windows Server 2016	10-12-2016	General Motors/Homelab Use	Master	Yes
Windows Server 2019	08-30-2019	Syncreon/Homelab Use	Master	Yes
Windows Server 2022	04-04-2022	Pinion/Homelab Use	Expert	Yes

Linux Client OS/Distributions

Technology	Date Acquired	Acquired From	Skill Level	Skill Still Used
Ubuntu	08-01-1993	Personal Interest/Homelab Use	Expert	Yes
Fedora	01-01-2008	Personal interest	Expert	Yes
Red Hat	08-01-1996	Personal interest	Advanced	Yes
Manjaro	01-01-2015	Personal interest	Advanced	Yes
Arch	01-01-2015	Personal interest	Advanced	Yes
Garuda Linux	05-01-2020	Personal interest	Advanced	Yes
Pop!_OS	01-01-2019	Personal interest	Expert	Yes
Zorin OS	01-01-2019	Current Primary Desktop	Expert	Yes
Parrot OS	01-01-2019	Personal Interest/Homelab Use	Advanced	Yes
Kali Linux	01-01-2019	Personal Interest/Homelab Use	Advanced	Yes

Technology	Date Acquired	Acquired From	Skill Level	Skill Still Used
Deepin	01-01-2019	Personal interest	Advanced	No
NixOS	01-01-2019	Personal interest	Proficient	No
OpenSUSE	08-01-1995	Personal interest	Advanced	No
SteamOS	01-01-2017	Personal interest	Expert	Yes
EndeavourOS	08-01-2019	Personal interest	Advanced	No
elementary OS	01-01-2015	Personal interest	Expert	No
Debian	10-01-1993	Personal Interest/Homelab Use	Expert	Yes

Linux Server OS/Distributions

Technology	Date Acquired	Acquired From	Skill Level	Skill Still Used
SUSE Enterprise	08-01-1993	Personal interest	Advanced	No
Red Hat Enterprise	12-01-2015	General Motors	Advanced	No
Ubuntu Server	12-01-2015	Personal Interest/Homelab Use	Expert	Yes

Networking Technologies

Technology	Date Acquired	Acquired From	Skill Level	Skill Still Used
UniFi Access Points, Switches, and Routers	08-01-2015	Personal Interest/Homelab Use	Expert	Yes
Cisco Nexus 3000 Switches	02-05-2023	Personal Interest/Homelab Use	Advanced	Yes
Cisco Catalyst 3000 Switches	08-15-2023	Personal Interest/Homelab Use	Advanced	Yes
pfSense Firewall	02-16-2023	Personal Interest/Homelab Use	Master	Yes
pfSense High Availability and ISP Failover	02-16-2023	Personal Interest/Homelab Use	Master	Yes
FortiGate	03-01-2022	Pinion	Advanced	Yes
FortiManager	03-01-2022	Pinion	Advanced	Yes
UniFi Gateways	05-01-2018	Personal Interest/Homelab Use	Master	Yes
UniFi Switches	05-01-2018	Personal Interest/Homelab Use	Master	Yes
UniFi WiFi Access Points	05-01-2018	Personal Interest/Homelab Use	Master	Yes
UniFi Site Management	05-01-2018	Personal Interest/Homelab Use	Master	Yes
UniFi Site Magic	12-16-2023	Personal Interest/Homelab Use	Expert	Yes
UniFi Protect/Camera Security	05-01-2020	Personal Interest/Homelab Use	Master	Yes
Zscaler Internet Access	03-01-2021	Syncreon	Proficient	No
Zscaler Private Access	03-01-2021	Syncreon	Proficient	No
Routing	08-01-1993	Personal Interest/Homelab Use	Master	Yes

Technology	Date Acquired	Acquired From	Skill Level	Skill Still Used
DNS	08-01-1993	Personal Interest/Homelab Use	Master	Yes
DHCP	08-01-1993	Personal Interest/Homelab Use	Master	Yes
Remote Access	08-01-1997	High School	Master	Yes
LAN/WAN	08-01-1993	Personal Interest/Homelab Use	Master	Yes
SSL VPN	08-01-2015	Personal Interest/Homelab Use	Expert	Yes
Site-to-site VPN	05-01-2018	Personal Interest/Homelab Use	Advanced	Yes
Tailscale Mesh VPN	05-01-2020	Personal Interest/Homelab Use	Advanced	Yes
Wireguard VPN	05-01-2020	Personal Interest/Homelab Use	Expert	Yes

Storage Technologies (Hardware and Software)

Technology	Date Acquired	Acquired From	Skill Level	Skill Still Used
Synology NAS	08-01-2015	Personal Interest/Homelab Use	Master	Yes
Synology NAS High Availability and Failover	08-01-2015	Personal Interest/Homelab Use	Master	Yes
FreeNAS/TrueNAS CORE	05-01-2017	Personal Interest/Homelab Use	Expert	Yes
TrueNAS SCALE	05-01-2021	Personal Interest/Homelab Use	Expert	Yes
QNAP NAS	03-01-2022	Pinion	Expert	Yes

Technology	Date Acquired	Acquired From	Skill Level	Skill Still Used
Unraid	01-01-2017	Personal Interest/Homelab Use	Master	Yes
Ceph	01-01-2022	Personal Interest/Homelab Use	Proficient	Yes

Virtualization Technologies

Technology	Date Acquired	Acquired From	Skill Level	Skill Still Used
VMWare ESXi	12-01-2015	General Motors/Homelab Use	Expert	Yes
VMWare vRealize Operations	12-01-2015	General Motors/Homelab Use	Proficient	Yes
VMWare Horizon	04-01-2019	Meridian Health	Proficient	No
VMWare vCenter	12-01-2015	General Motors/Homelab Use	Expert	Yes
Proxmox Virtual Environment	01-01-2018	Personal Interest/Homelab Use	Master	Yes
Proxmox Virtual Environment High Availability	01-01-2018	Personal Interest/Homelab Use	Master	Yes
XCP-ng	01-01-2020	Personal Interest/Homelab Use	Proficient	No
Microsoft Azure	03-01-2022	Pinion	Expert	Yes
Microsoft Azure Virtual Desktop	03-01-2022	Pinion	Proficient	Yes
Docker	03-01-2018	Personal Interest/Homelab Use	Expert	Yes

Technology	Date Acquired	Acquired From	Skill Level	Skill Still Used
Docker Swarm	03-01-2018	Personal Interest/Homelab Use	Advanced	Yes
Portainer	03-01-2018	Personal Interest/Homelab Use	Expert	Yes

AD/Azure/Entra/M365

Technology	Date Acquired	Acquired From	Skill Level	Skill Still Used
Microsoft Active Directory	01-01-2003	MCSE (Windows Server 2003)/Personal Interest/Homelab Use/Various Employers	Expert	Yes
Microsoft Windows Server DFS	01-01-2003	MCSE (Windows Server 2003)/Personal Interest/Homelab Use/Various Employers	Expert	Yes
Microsoft Windows Server DHCP	01-01-2003	MCSE (Windows Server 2003)/Personal Interest/Homelab Use/Various Employers	Expert	Yes
Microsoft Windows Server DNS	01-01-2003	MCSE (Windows Server 2003)/Personal Interest/Homelab Use/Various Employers	Expert	Yes
Microsoft Azure	03-01-2022	Pinion	Expert	Yes

Technology	Date Acquired	Acquired From	Skill Level	Skill Still Used
Microsoft Azure SAML	03-01-2022	Pinion	Expert	Yes
Microsoft Azure SSO	03-01-2022	Pinion	Expert	Yes
Microsoft Azure Enterprise Applications	03-01-2022	Pinion	Expert	Yes
Microsoft Azure Update Manager	03-01-2022	Pinion	Expert	Yes
Microsoft Azure Virtual Desktop	03-01-2022	Pinion	Proficient	Yes
Microsoft Azure Virtual Machines	03-01-2022	Pinion	Expert	Yes
Microsoft Exchange/M365	03-01-2022	Pinion	Expert	Yes
Microsoft Exchange/M365 Mail Flow Configuration	03-01-2022	Pinion	Expert	Yes
Entra Conditional Access	03-01-2022	Pinion	Expert	Yes
Microsoft 365 Admin Center	03-01-2022	Pinion	Expert	Yes
Microsoft Security Admin Center (Defender XDR)	03-01-2022	Pinion	Advanced	Yes
Microsoft Purview Compliance Admin Center	03-01-2022	Pinion	Advanced	Yes
Microsoft Intune	03-01-2022	Pinion	Proficient	Yes
Microsoft Intune Admin Center	03-01-2022	Pinion	Proficient	Yes
Microsoft Sharepoint	06-01-2013	General Motors	Proficient	Yes

Technology	Date Acquired	Acquired From	Skill Level	Skill Still Used
Microsoft Sharepoint Admin Center	06-01-2013	General Motors	Advanced	Yes
Microsoft Teams	06-01-2013	General Motors	Advanced	Yes
Microsoft Teams Admin Center	03-01-2022	Pinion	Expert	Yes

Security Tools

Technology	Date Acquired	Acquired From	Skill Level	Skill Still Used
Blumira (SIEM + XDR)	07-01-2021	Homelab	Advanced	Yes
Wazuh (SIEM + XDR)	07-01-2021	Homelab	Advanced	Yes
CrowdStrike Endpoint Security Platform	03-01-2022	Pinion	Advanced	Yes
CrowdStrike Endpoint Security Policies	03-01-2022	Pinion	Expert	Yes
CrowdStrike Host Setup and Management	03-01-2022	Pinion	Expert	Yes
CrowdStrike IOC and IOA Management	03-01-2022	Pinion	Advanced	Yes
Mimecast Platform (Email Security)	03-01-2022	Pinion	Expert	Yes

Technology	Date Acquired	Acquired From	Skill Level	Skill Still Used
Mimecast Email Gateway Policies	03-01-2022	Pinion	Expert	Yes
Mimecast Cybergraph	03-01-2022	Pinion	Master	Yes
Mimecast Impersonation Protection	03-01-2022	Pinion	Expert	Yes
Mimecast Secure Messaging	03-01-2022	Pinion	Advanced	Yes
ADManager	03-01-2022	Pinion	Master	Yes
ADAudit	03-01-2020	Syncreon	Expert	No
Action1 (Patch Management and Vulnerability Remediation)	08-01-2020	Personal Interest/Homelab Use	Master	Yes
OpenVAS	08-01-2020	Personal Interest/Homelab Use/Pinion	Advanced	Yes
Cloudflare	09-01-2020	Personal Interest/Homelab Use	Advanced	Yes
Cloudflare DNS	09-01-2020	Personal Interest/Homelab Use	Expert	Yes
Cloudflare Domain Registration/Management	09-01-2020	Personal Interest/Homelab Use	Master	Yes
Cloudflare Email Security	09-01-2020	Personal Interest/Homelab Use	Expert	Yes
Cloudflare Magic WAN	09-01-2020	Personal Interest/Homelab Use	Proficient	Yes
Cloudflare Secure Web Gateway	09-01-2020	Personal Interest/Homelab Use	Advanced	Yes
Cloudflare SSL/TLS	09-01-2020	Personal Interest/Homelab Use	Expert	Yes

Technology	Date Acquired	Acquired From	Skill Level	Skill Still Used
Cloudflare Tunnels	09-01-2020	Personal Interest/Homelab Use	Expert	Yes
Cloudflare WARP	09-01-2020	Personal Interest/Homelab Use	Advanced	Yes
Cloudflare Web Application Firewall	09-01-2020	Personal Interest/Homelab Use	Advanced	Yes
Cloudflare Zero Trust Network Access	09-01-2020	Personal Interest/Homelab Use	Expert	Yes
Qualys Vulnerability Scanner	03-01-2020	Syncreon	Proficient	Yes

Frameworks and Regulatory

Frameworks

Technology	Date Acquired	Acquired From	Skill Level	Skill Still Used
ITIL (Information Technology Infrastructure Library)	12-01-2015	General Motors/Homelab Use	Advanced	Yes
NIST Cybersecurity Framework	12-01-2015	General Motors/Homelab Use	Advanced	Yes
SOC 2	08-15-2023	Personal Interest/Homelab Use	Advanced	Yes
CIS (Center for Internet Security)	12-01-2018	Syncreon/Pinion	Advanced	Yes
CIS RAM v2.0 (Center for Internet Security)	12-01-2018	Syncreon/Pinion	Advanced	Yes

Technology	Date Acquired	Acquired From	Skill Level	Skill Still Used

Regulatory

Technology	Date Acquired	Acquired From	Skill Level	Skill Still Used
HIPAA	08-01-2012	Beaumont Hospital	Advanced	Yes
GDPR	12-01-2018	Syncreon/Pinion	Advanced	Yes

High Availability and Clustering

Technology	Date Acquired	Acquired From	Skill Level	Skill Still Used
Windows High Availability and Clustering	12-01-2015	General Motors	Advanced	Yes
Proxmox Virtual Environment High Availability	01-01-2018	Personal Interest/Homelab Use	Master	Yes
pfSense High Availability and ISP Failover	02-16-2023	Personal Interest/Homelab Use	Master	Yes
Synology NAS High Availability and Failover	08-01-2015	Personal Interest/Homelab Use	Master	Yes

Technology	Date Acquired	Acquired From	Skill Level	Skill Still Used
CrowdStrike Host Setup and Management	03-01-2022	Pinion	Expert	Yes
haproxy (Load Balancing)	08-01-2015	Personal Interest/Homelab Use	Advanced	Yes

Programming Languages

Technology	Date Acquired	Acquired From	Skill Level	Skill Still Used
Bash	02-16-2013	General Motors/Personal Interest/Homelab Use	Proficient	Yes
HTML	02-16-2001	Personal Interest/Homelab Use/Various Employers	Proficient	No
Java	02-16-2001	Personal Interest/Homelab Use/Various Employers	Proficient	No
Powershell	02-16-2013	General Motors/Personal Interest/Homelab Use	Advanced	Yes
Python	02-16-2020	Personal Interest/Homelab Use	Proficient	Yes

Uncategorized

Technology	Date Acquired	Acquired From	Skill Level	Skill Still Used
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Discord	02-16-2017	Personal Interest/Homelab Use	Master	Yes
Discord Server Management	02-16-2017	Personal Interest/Homelab Use	Master	Yes
Discord Bot Installation/Configuration/Management	02-16-2017	Personal Interest/Homelab Use	Master	Yes
Graylog	02-16-2020	Personal Interest/Homelab Use	Proficient	Yes
NetBox (Data Center Management)	3-01-2021	Personal Interest/Homelab Use	Proficient	Yes
phpIPAM IP Address Management	02-16-2020	Syncreon/Personal Interest/Homelab Use	Expert	Yes
Ansible	12-16-2023	Personal Interest/Homelab Use	Beginner	Yes
Uptime Kuma (server/application monitoring)	02-16-2020	Personal Interest/Homelab Use	Expert	Yes
VSCode	12-16-2023	Personal Interest/Homelab Use	Proficient	Yes
Bookstack	02-16-2020	Personal Interest/Homelab Use	Master	Yes
Gitea	06-10-2024	Personal Interest/Homelab Use	Proficient	Yes
Home-Assistant	02-16-2020	Personal Interest/Homelab Use	Proficient	Yes
Immich	02-16-2024	Personal Interest/Homelab Use	Expert	Yes
MariaDB	02-16-2020	Personal Interest/Homelab Use	Proficient	Yes
MySQL	02-16-2020	Personal Interest/Homelab Use/Variou Employers	Proficient	Yes
Postgres SQL	02-16-2020	Personal Interest/Homelab Use	Proficient	Yes
Watchtower	02-16-2020	Personal Interest/Homelab Use	Proficient	Yes

Accomplishments

Severe Incident Recovery

Incident	Description	Date Occurred/Resolved
Worldwide CrowdStrike Outage	Recovered all Azure servers within an hour of being made aware of the outage without losing data.	07-19-2024
		00-00-0000
		00-00-0000

General Security Accomplishments

Incident	Description	Date Occurred/Resolved	Company Impacted
Pinion Mailbomb	4+ users were impacted with a mailbombing campaign. Within 30 minutes, I had created new policies within Mimecast to mitigate these tactics which reduced the numbers of emails coming into these users' mailboxes by over 80%, with the subsequent 20% reduced over the following 72 hours. All emails and email addresses sending these spam registrations and "account recoveries" were removed from the users' mailboxes and blocked for the firm.	10-18-2024	Pinion

Incident	Description	Date Occurred/Resolved	Company Impacted
Pinion Mailbomb	<p>1 user was impacted with a mailbombing campaign. Within 30 minutes, I had created new policies within Mimecast to mitigate these tactics which reduced the numbers of emails coming into these users' mailboxes by over 90%, with the subsequent 10% reduced over the following 72 hours. All emails and email addresses sending these spam registrations and "account recoveries" were removed from the users' mailbox and blocked for the firm.</p>	10-24-2024	Pinion
Pinion Mailbomb	<p>1 user was impacted with a mailbombing campaign. Within 30 minutes, I had created new policies within Mimecast to mitigate these tactics which reduced the numbers of emails coming into these users' mailboxes by over 95%, with the subsequent 5% reduced over the following 72 hours. All emails and email addresses sending these spam registrations and "account recoveries" were removed from the users' mailbox and blocked for the firm.</p>	10-25-2024	Pinion
Traveling Users Conditional Access Policy	<p>Created a conditional access policy, setup groups, and created an "Access Package" within Azure where users can "request" access to their firm technology when traveling away from their home office. This reduces the need to manually do this when a user travels and cuts down mistakes and security holes when originally applied to the whole firm.</p>	09-09-2024	Pinion

General Infrastructure Accomplishments

Incident	Description	Date Occurred/Resolved	Company Impacted
Created Intune Policies to Rollout 1Password to Entire Firm		10-18-2024	Pinion
		10-24-2024	
		10-25-2024	
		09-09-2024	

Certificates

Fortinet - NSE 1 Network Security Associate

FORTINET

NSE Certification Program



**This certifies that
Ryan Mutschler
has achieved
NSE 1 Network Security Associate**

Date of achievement: February 3, 2023

Valid until: February 3, 2025

Certification Validation number: wXbeu3Dsu8

A handwritten signature in black ink, appearing to read 'Ken Xie'.

Ken Xie
CEO of Fortinet

A handwritten signature in black ink, appearing to read 'Michael Xie'.


Michael Xie
President and Chief Technology
Officer (CTO), Fortinet



Verify this certification's authenticity at:
https://training.fortinet.com/mod/customcert/verify_certificate.php

FORTINET®
Training Institute

This acknowledges that
Ryan Mutschler
successfully completed the course
Information Security Awareness



Rob Rashotte
Vice President, Global Training &
Technical Field Enablement at Fortinet

Date: February 3, 2023

Fortinet - NSE 2 Network Security Associate

FORTINET

NSE Certification Program



**This certifies that
Ryan Mutschler
has achieved
NSE 2 Network Security Associate**

Date of achievement: February 4, 2023

Valid until: February 4, 2025

Certification Validation number: B60Fwr1gKq

A handwritten signature in black ink, appearing to read 'Ken Xie', positioned above a horizontal line.

Ken Xie
CEO of Fortinet

A handwritten signature in black ink, appearing to read 'Michael Xie', positioned above a horizontal line.

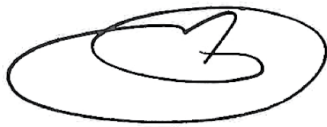
Michael Xie
President and Chief Technology
Officer (CTO), Fortinet



Verify this certification's authenticity at:
https://training.fortinet.com/mod/customcert/verify_certificate.php

FORTINET®
Training Institute

This acknowledges that
Ryan Mutschler
successfully completed the course
The Evolution of Cybersecurity



Rob Rashotte
Vice President, Global Training &
Technical Field Enablement at Fortinet

Date: February 4, 2023

Fortinet - Certified Fundamentals in Cybersecurity

FORTINET
Training Institute

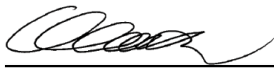
FORTINET
CERTIFIED
FUNDAMENTALS
Cybersecurity

This certifies that
Ryan Mutschler
has achieved
Fortinet Certified Fundamentals in Cybersecurity

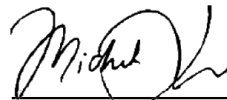
Date of achievement: February 4, 2023

Valid until: February 4, 2025

Certification validation number: 0134317864RM



Ken Xie
CEO of Fortinet



Michael Xie
President and Chief Technology
Officer (CTO), Fortinet



Verify this certification's authenticity at:
<https://training.fortinet.com/admin/tool/certificate/index.php>

ISC2 - Certified In Cybersecurity

ISC2[™]

**International Information System
Security Certification Consortium**

The ISC2 Board of Directors hereby awards

Ryan Mutschler

the credential of

Certified in Cybersecurity

Having met all of the certification requirements, adoption of the ISC2 Code of Ethics, and successful performance on the required competency examination, subject to recertification every three years, this individual is entitled to all of the rights and privileges associated with this designation, as defined in the ISC2 Bylaws.

Jill Slay

Jill Slay - Chairperson

Laurie-Anne Bourdain

Laurie-Anne Bourdain -
Secretary



1797426

Certification Number

Nov 1, 2023 - Oct 31, 2026

Certification Cycle

Certified Since: 2023

Certificates

Mimecast - Email Security, Cloud Gateway Fundamentals



Mimecast Certified

Ryan Mutschler

has successfully completed the Email Security Cloud Gateway Fundamentals Exam requirements and has achieved the:

Email Security Cloud Gateway Fundamentals

Completion Date: 4/4/2024

Certificate Expiration: 4/4/2026

Certificate #: C38302

mimecast 

Current Resume (updated 2-26-24)

DOWNLOAD MY
RESUME HERE



[Ryan Mutschler Functional Resume](#)

Microsoft
CERTIFIED
Professional

Ryan Mutschler

CAREER SUMMARY

A self-motivated IT professional with 20+ years of hands-on experience designing, implementing, supporting, and managing multi-tiered mid-range systems for Fortune 500 clients with over 5 years of security operations experience. Successfully managed multiple complex projects in an environment of 21,000+ servers located globally. Proven track record of taking charge in high stress critical outages and security incidents, while efficiently implementing solutions.

EDUCATION/CERTIFICATIONS

- Currently pursuing **ISC2 CISSP** certification. Anticipated completion December 2024.
- **ISC2 CC** (Certified in Cybersecurity)
- **MCP** (Microsoft Certified Professional)

TECHNICAL SKILLS

- Installation, configuration, and management of Microsoft Windows, and various Debian, Arch, and Fedora Linux distributions.
- Microsoft Azure administration, support, monitoring, and design.
- Active Directory administration, support, monitoring, and design.
- Group Policy administration, implementation, and design.
- DNS, DHCP, Routing, Remote Access, TCP/IP and troubleshooting network connectivity.
- Powershell script authoring.
- Windows and Linux: Network Infrastructure, Directory Services, Network Environment, Directory Services Infrastructure, Network Security, LAN/WAN, Server Administration.
- Synology, Unraid, QNAP, and TrueNAS NAS implementation and support.
- pfSense firewall implementation, management, and support.
- Clustered Proxmox and VMWare virtual machine management utilizing vCenter, vRealize Operations, Horizon View, High Availability, and Ceph.
- Mimecast, Exchange, and Office 365 setup, administration, configuration, and monitoring.

- CrowdStrike implementation, investigations, monitoring, policy creation, and management

PROFESSIONAL ACCOMPLISHMENTS

Systems Engineering

- Accountable for patching, securing, 21,000 Windows Servers with operating systems ranging from Server 2003 to Server 2022.
- Utilize ITILv3 framework to investigate, troubleshoot, and resolve issues affecting Windows Server OS and VMWare environments with a closure rate 250% above the team average. These issues include but are not limited to advanced Windows user mode debugging for system dumps; analysis of Windows store corruption and update issues; failures to connect from loss of network, domain, and routing; McAfee ePO, VSE, MOVE, and Agent high CPU utilization and performance degradation; failover cluster management event troubleshooting and analysis.
- Authorize all new IIS SSL certificate requests with an average of 40+ monthly.
- Created more than 50 Powershell scripts with a focus on automation of existing processes and procedures, resulting in increased operational efficiencies.
- Utilized IBM Bigfix and HP Server Automation tools to manage, schedule install, and automate monthly Windows security releases and application install packages with a 99% success.
- Subject matter expert on McAfee MOVE, Digicert SSL certificate requests for IIS, user profile management, NTFS folder and file permissions, failover cluster management, advanced Windows user mode debugging.
- Manage Proxmox and VMWare Virtual Machines at a virtual machine level, with regards to performance on ESXi hosts. This provides each application the resources it needs, while saving operational costs.
- Performed daily health checks to ensure server stability and compliance with GM security policy.
- Performed remediation for McAfee ePolicy Orchestrator in the event of services issued and out-of-date DAT files.
- Responsible for responding to automated alerts for AD, DFS, ePO, Radius, Radia, SCCM 2007/2012, DNS and LDAP.
- Involved in designing and planning Horizon View infrastructure for a 2000+ user base.
- Responsible for the creation of over 15 new Active Directory, DNS, and DHCP servers.
- Management of Pulse load balancers to effectively failover between server sets to allow for 100% uptime during maintenance.
- Project Manager of several projects to migrate Windows Server 2008 Hyper-V VMs to Windows Server 2019 VMWare VMs with a total of 70 servers to migrate.
- Managing, Implementing, and configuring Azure Active Directory and sync from on-premise Active Directory instance to leverage Azure Update Manager, Entra, Virtual

Machines, M365, and guest access for over 1000 users.

- Reduced incoming emails by over 25% by utilizing and implementing Mimecast CEO and Executive Impersonation Protect, Spam Scanning, and Attachment Protection and Management, and Content Examination with lower than a .1% false positive rate.
- Sole support and contact for endpoint security software stack (CrowdStrike, Arctic Wolf) and create custom CrowdStrike IOA rules to ensure continued operation of critical software for the firm of over 1000 users, while ensuring .

Technical Leadership

- Function as mentor and technical lead for 15 Junior System Administrators.
- Train and assist over 35 people including, Junior System Admins, Technical Leads, Mid and Senior Management on the following ITIL processes: change management, request fulfillment, incident management, problem management, and release management.
- Coordinated with other IT Departments including Windows Operations, VMWare Operations, NOC, and EMT to assist in troubleshooting server issues.
- Possess strong ability to coach, counsel, and motivate performance to achieve winning results.
- Served as a role model to over 70 front-line staff with respect to workplace conduct and professionalism, customer service, and teamwork, which increased operational efficiencies.
- In times of outage, aided staff as a knowledgebase for processes and procedures resulting in faster times to resolution and restoration of service.
- Leader in the initiative to upgrade over 50 servers with Microsoft Windows 2008 R2 to 2016 or above.
- Implemented a new policy creating a global escalation chat for the company to more effectively communicate outages and escalations. This has resulted in a 50% faster response from identified teams and reduced calls to on call SEs.
- Routinely work with the service desk to enhance their understanding of utilized systems including Active Directory, Mimecast, Microsoft 365, Exchange, Teams, Sharepoint, Entra, and Azure, as well as implementing ADManager to simplify onboarding processes.

Procedure Documentation

- Owner of the team's processes for generating new IIS SSL certificates, which included presentations and trainings for the team, and housed within Microsoft One Note knowledgebase for organizational use updates.
- Created more than 45 Powershell scripts with a focus on automation of existing processes and procedures.
- Created and improved processes and documentation that over 200+ staff members use on a daily basis.
- Created over a dozen Powershell and batch scripts that saved 100+ man-hours weekly.

- Spearheading a project to create technical documentation and processes for all applications and procedures the Systems Engineering team supports, that will be presented to a staff of over 30 people.

EMPLOYMENT HISTORY

<u>Pinion</u>	Salina, KS
<i>Senior Systems Engineer</i>	<i>February 2022 - Present</i>

<u>Syncreon</u>	Auburn Hills, MI
<i>Systems Engineer</i>	<i>August 2019 - February 2022</i>

<u>Meridian Health</u>	Detroit, MI
<i>System Operations Engineer</i>	<i>April 2019 - August 2019</i>

<u>General Motors</u>	Warren, MI
<i>Windows Operations - Windows Systems Engineer</i>	<i>September 2015 - May 2019</i>
<i>Proactive Response Team - Technical Analyst</i>	<i>June 2014 - September 2015</i>
<i>Global Service Desk - Senior Agent</i>	<i>July 2013 - June 2014</i>

2005-2013

<u>Volt (HP/GM Account contract)</u>	<i>Technical Solutions Representative</i>
<u>The Epitec Group (AT&T Account contract)</u>	<i>Service Delivery Manager</i>
<u>Arrow Strategies (Flagstar Bank Account contract)</u>	<i>Technical Analyst</i>
<u>Tech Team Global (Sears/Kmart Account contract)</u>	<i>Helpdesk Technician</i>
<u>Geek Squad (Best Buy contract)</u>	<i>Technician</i>
<u>Batton Inc. (Comerica Account contract)</u>	<i>Technician</i>

About Me

Work In Progress