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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
Senior Systems Engineer	February 2022 - Present

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

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

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

2005-2013

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

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