

MSP-Honed Systems Admin Turned TAM

Education

Associate of Science in Computer
Networking Technology
(2016 – 2019)

Key Skills

- Networking:** InstantOn, Unifi, Cisco
- Firewall:** FortiGate, SonicWALL, Unifi
- Server & VM:** AD, Group Policy, VMWare, Hyper-V, Proxmox
- NAS:** Datto, Synology, TrueNAS
- Cloud & Email:** Entra ID, Google
- DNS:** Registrars, DNS Records, Transfers & Renewals
- Scripting:** PowerShell, Batch, HTML
- Cybersecurity:** Huntress, Sophos
- Documentation:** Datto RMM, ITGlue, NCentral RMM, ConnectWise
- Network Design & Implementation**
- Hardware & Software Repair**
- Vendor & Customer Support**
- Leadership & Training**
- Project Planning**
- Advanced Troubleshooting**
- SLA & Time Management**

Certifications

Experience

- Technical Account Manager**
Small to Mid-Sized MSP | (May 2022 – August 2025)
Acted as the primary IT administrator, providing IT expertise and knowledge, for over 90 clients. Maintained documentation, resolved IT issues, and provided consultation and planning for future IT projects or changes.
 - Provided knowledge and escalation to a team of front line technicians.
 - Worked directly with clients and vendors to identify and resolve IT issues.
 - Held meetings with executives and owners to provide project proposals, planning, and implementation.
 - Maintained a large variety of environments using multiple different software, technologies, and hardware.
 - Maintained strict Cybersecurity requirements for financial and healthcare organizations. PCI compliance and HIPAA requirements.
 - Troubleshoot issues concerning routing, firewall policies, DNS, and connectivity.
 - Ensured that documentation for clients was up-to-date, with correct information, and provided all the knowledge needed for the client or issue.
- Store Support Specialist**
General Store | (October 2019 – May 2022)
Provided remote support and live call support for store troubleshooting and resolution. Worked directly with store management and district supervisors.
 - Was part of a team that serviced over 2,300 stores in 16 states.
 - Assisted remotely in the installation of new machines and devices.
 - Provided over the phone troubleshooting for store hardware and software.
 - Ensured stores were operating efficiently and with minimal downtime.
- Help Desk/Tutor**
Community College | (June 2017 – August 2019)
Hired to provide part-time help desk support throughout the summer and school year for the college. Provided tutoring services for first- and second-year students in the same course of study.

Fortinet Certified Associate	• Performed large-scale workstation upgrades and replacements. • Completed deployment of devices to all faculty and students. • Provided hardware installations, cable replacements and repair, new cable runs, and computer repair. • Mentored students and provided knowledge for success in the field.
Fortinet	
May 2024	
Fortinet Certified Fundamentals in Cybersecurity	
Fortinet	
May 2024	