
Professional Summary

Results-driven IT Systems Administrator with over a decade of experience delivering enterprise infrastructure solutions and end-to-end IT support across remote and on-site environments. Highly organized, technically proficient, and customer-focused, with a proven track record of leading system modernization efforts, managing multi-entity environments, and owning the full employee lifecycle for onboarding and offboarding. Skilled in maintaining and supporting Data Center infrastructure, core business applications, and ITIL-aligned incident and request management to meet defined service levels. Demonstrated expertise in day-to-day administration of Active Directory, Group Policy, Microsoft 365, Azure, servers, storage, backup, WAN/LAN, security, internet services, remote access, and thin client environments. Experienced in monitoring, auditing, capacity planning, patching, and executing changes within established change management frameworks. Known for strong cross-functional collaboration, responsive service, and the ability to translate complex technical issues into clear, actionable outcomes.

Core Strengths:

- Enterprise Infrastructure & Systems Engineering (VMware, Nutanix, Powerscale, Exchange, Intune/Autopilot, WSD/MDT)
 - Google Workspace Administration
- Cloud Ecosystems: Azure AD, Microsoft 365, Intune, AVD, Microsoft Purview, Powershell scripting
 - Data Protection: Veeam, Rubrik, Mimecast, Secureworks, Trellix
 - Network Architecture & Security: Cisco, Barracuda, MPLS, VoIP
- Cross-Platform Integrations: ADP, LoanVision, Sage, Quickbooks, Dealer Systems (Ford, GM, etc.), Encompass, Blue Sage
 - Vendor & Licensing Strategy | Tier 3 Escalation | IT Project Leadership
- Proven track record in modernizing legacy environments and leading IT for multi-company entities

WORK EXPERIENCE

Financial Company

Dallas, TX

Systems Administrator

April 2023 to August 2025

- Manage all Windows administration for servers and endpoints (650 servers and 1400 endpoints roughly)
 - Bi-Monthly security patching of server and endpoint environment using Intune and Inti Endpoint Manager
 - Monitoring of server performance via LogicMonitor to identify any potential problems with performance of VMware environment on daily basis
 - Ongoing migration of legacy systems from Windows Server 2008-2016 to newer server 2019 environments in attempt to decommission non supported server OS environments (decommissioned/migrated roughly 150 servers over 2 year period)
 - Includes on-site physical maintenance and troubleshooting of physical hardware
- Manage O365 environment and Azure for Supreme as well as subsidiary companies for ownership
 - O365 administration of Exchange, Purview, Sharepoint, Defender, Teams, Power BI, managing licensing and billing for Supreme Lending as well as for 3 other subsidiary companies with separate O365 tenants.
 - Created and maintained all user and security groups in Azure AD in a hybrid join environment
 - Azure DNS Zone maintenance for 30 external facing domains
 - Extensive experience with Azure/Entra AVD setup and deployment, access management, SSO, SAML role assignment, and enterprise application management
 - Maintenance and setup of AureDveOops environment for expansion into internally developed AI platforms
- System engineer and architect for Intune/Autopilot and WDS deployment for fleet (Golden Image)
 - Re-architected legacy WDS environment to image laptop fleet to use most current version of Windows 10 OS and then use for Windows 11 deployment. As of August 88% of 1500 devices successfully updated to Windows 11 from 10.
 - Setup Intune as Bitlocker repository for all user endpoint device creating multiple points of Bitlocker key retrieval
 - Created Intune/Autopilot templates for deploying software stack directly through Autopilot as well as updates/uninstalls to add another level of image deployment capability to react to business needs
- Asset management servicing system deployments and maintenance
 - Handled all updates to asset management system (Ivanti) on server level as well as regular cadence of version updates to limit security risk

- Tier 3 support for any Helpdesk Support
 - Ticketing system was set up under ITIL standards so would work Tier 2 and Tier 3 incidents and any requests that were received, primarily folder permissions, creating of shared mailboxes and distribution groups, security groups, OU management (users and PCs/servers)
- Extensive vendor relationship management and engagement
 - Primary point of contact of any systems related vendor relationship in regard to systems (servers, storage, backups, file management, licensing)
 - Quarterly review of existing vendors and contracts along with review of new vendors for compliance working with vendor management team at Supreme
- Storage and backup management with Pure, Veeam and Rubrik and Dell Powerscale
 - Checked daily/weekly backup and snapshot processes to ensure all operations were nominal for Veeam and Pure environments and remediated any errors as needed
 - Exploration of added efficiencies with existing technologies to meet and DR requirements as needed for the business
- Service desk experience with approvals/changes with Ivanti and Freshdesk (few others on POC)
- VMware management with some experience in Nutanix
 - Managed and created deployment templates for VMware virtual machine deployment
 - Regular inventory reporting on VMware virtual machine numbers and reporting
 - Creation and deployment of new servers as requested by the business
- Mimecast, Secureworks, Trellix management experience
 - Working with cybersecurity team, maintained and monitored email flow as well as security vulnerabilities and remediated as needed on relevant systems (server level and O365 administration data lifecycle management)
- Data migration for acquisitions, mergers, and upgrades
 - Managed 10 email migrations including on-premises to O365 Exchange migration, Google Workspace to O365 migration, and several tenant to tenant O365 migrations from acquired companies into the business tenant including movement of DNS and MX records from DNS provider to GoDaddy
 - Managed 3 migrations of on-premises acquired company data from existing servers into Supreme environment (i.e. DFS shares, user folders, data archives)
 - Migrated Supreme Lending hybrid exchange environment to fully cloud (O365)

Small MSP

Systems Administrator/Project Management/Consultant

Dallas, TX
May 2017 to April 2023

- Primary system administrator and IT project manager for clients located in Texas
 - Managed server (physical and VMware virtual) and endpoint environments for 3 primary clients and 18 locations throughout Texas.
 - Systems integration and network refresh are the primary responsibilities along with maintenance of current software, hardware and long-term planning of capital investment of future IT projects for clients
- Day to day management of Help Desk duties and follow-up with client problem tickets and problem resolution
- Extensive interaction with executive management on project planning and execution of proposed projects and refresh in a timely and efficient manner
- IT audit of systems and security for various clients including banking and automotive industries
- Systems managed include Barracuda firewall and email filters, Microsoft Server 2016/2019 environments, wireless management environments (Ruckus, Ubiquiti, and Cisco Meraki), VMware hosting/setup/deployment, Veeam and Unitrends backup servers/software, Microsoft Exchange, Dealer manufacturer software for (Ford, Chrysler, GM, and others), Cisco Switching accounting system maintenance and updates (Sage, Quickbooks), Unitrends/VEEAM backup management, Datto backup management, and Trend Micro antivirus administration.
- Experience with Microsoft systems refresh and audit (restore)
- Thin client managements and troubleshooting Citrix and VMware Omnisia Horizon environments
- Endpoint and server security patching, hardening, monitoring
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Automotive Group

Systems Administration/IT Project Manager/Asst. Controller

Carrollton, TX
July 2012 to April 2017

- Lead in all new systems/software integration for Superior Auto and Canyon Distributing Co. as well as other ownership owned businesses
- Coordinated restructure of entire telecommunications/network infrastructure for Canyon Distributing Co.
- Established policy, guidelines, and personnel for IT infrastructure at Canyon Distributing Company
- Coordinated restructure and upgrade of existing telecommunications infrastructure of Superior Automotive Group, an ownership affiliated business from a on premise environment to cloud based environment.
- Budget and implement capital investments in IT infrastructure at Superior Auto Group, Canyon Distributing Co. and affiliated businesses
- Supervise Help Desk for Beverage Data Systems LLC and Superior Automotive Group with 3 direct reports and an addition 3 contract reports for day-to-day user support and special project/maintenance support

- Experience with VMWare, Cisco Unity, Cisco CUSM, Cisco routing, Microsoft Exchange, Active Directory, IBM, Linux and Microsoft Server OS, most desktop OS, and Dell storage.
- Thin client managements and troubleshooting Citrix and VMware Ommissa Horizon environments
- Manage day to day accounting for Canyon Distributing Company with Controller.
- Set up monitoring via PRTG
- Installed RMM tools LogMeIn and a conversion to Manage Engine over this time.

Automotive Group

Fayetteville, AR

IT Manager

August 2011 to June 2012

- Established an in-house IT department for 15 location dealership group located in Arkansas
- Budgeted and implemented wholesale upgrade of all network and PC equipment at all locations
- Transitioned company from EIA circuit network to a more reliable MPLS network infrastructure
- Set up all IT policy and procedures for the 15 locations including integration
- Supervised 3 full-time IT professionals in two states and various third-party vendors to ensure that IT rebuild was successful
- Worked closely with ownership to put together IT executive management structure to assume my duties and the other businesses held by the ownership group, including my current employer.

Small MSP

Fayetteville, AR

IT Consultant

March 2010 to August 2011

- Worked as a private contractor for this company exclusively in support of clients, specifically The Superior Automotive Group in Fayetteville, AR where I was relocated to service them almost exclusively
- Handled all the day to day IT service needs for 15 locations plus remotely support the company's other clients in the banking, distributorship, and medical fields in Texas and New Mexico
- Helped with a large migration and implementation of ADP to Superior Automotive Group from Reynolds and Reynolds Company for their DMS system
- Installed and implemented a VoIP phone system to several clients including the Superior Automotive Group

WORK ACTIVITIES

Western States School of Banking Graduate

July 2008

New Mexico Cattle Growers Association

2007 to present

New Mexico Agricultural Leadership Class IV Graduate

August 2008

EDUCATION

Master of Arts, History

Completed: May 2006

Kansas State University, Manhattan,, KS

Bachelor of Science, History

Completed: May 2003

Pittsburg State University, Pittsburg,, KS