



ABOUT

Versatile administrator with a strong background in system administration, access control, configuration, and platform support.

Known for building stable environments, enforcing best practices, and resolving issues efficiently with minimal oversight. Organized and proactive, with a focus on standardization, documentation, and long-term reliability.

SKILLS

Platform Administration

- ServiceNow administration and configuration
- User role and access management
- Incident, request, and change customization
- Site design and administration
- SharePoint management and development
- Update set and instance management

System & Enterprise

- Server installation and maintenance
- Windows Server management
- Hyper-V and VMWare administration
- Reverse proxy configuration and management
- Application updates and patch management
- Vendor coordination and solution evaluation
- Identity and MDM administration (Intune, GCPW)

Standardization & Documentation

- Documentation and technical runbooks
- Best practice enforcement and standardization
- Troubleshooting production issues
- User training and support handoff
- Change tracking and process implementation
- Data discrepancy identification and resolution

Storage & Infrastructure

- ZFS, NFS, and SMB storage management
- Domain and DNS configuration and management
- Managed configurations and port-forwarding
- Connectivity troubleshooting and repair
- Network management and maintenance
- Backup, restore, and recovery management
- Proxmox virtualization and guest management

HISTORY

WWT | Lead ServiceNow Developer

February 2026 to Present

- ServiceNow platform ownership and administration
- Instance configuration and environment management
- Integration architecture and secure API design
- User access, roles, and credential management
- Cross-system data reconciliation and integrity
- Project roadmap and delivery coordination
- Stakeholder and SME coordination
- Technical documentation and runbooks

Aleut | Platform Administrator

November 2022 to August 2025

- User role and access management
- Incident, request, and change customization
- Form customization and management
- Documentation and technical runbooks
- Troubleshooting production issues
- User training and support handoff
- Site design and administration
- Data discrepancy resolution and integrity

MrFieldTech | Server Administrator

March 2017 to Present

- Application updates and patch management
- Reverse proxy configuration and management
- Domain and DNS configuration and management
- Platform maintenance and administration
- ZFS, NFS, and SMB storage management
- Network management and troubleshooting
- Vendor coordination and solution evaluation

USfalcon | Systems Administrator

March 2022 to November 2022

- User account management and maintenance
- Hardware deployment and provisioning
- Asset tracking system administration
- Workstation configuration and support

CSES | Platform Administrator

September 2021 to March 2022

- System configuration and software controls
- Access control platform administration
- Solution planning and implementation
- Full-system setup and management

REFERENCES

Michael Bates

Deputy CIO & Solution Architect
Michael.Bates@AleutFederal.us
719.375.9515

Benjamin Johnson

Contract Director
Ben.N.Johnson.18@Gmail.com
972.768.0618

Jason Verduzco

Government Affairs Executive
JasonVerduzco@Gmail.com
530.604.6509