

KEVIN BROOKS

IT Support Specialist | Systems Administrator

Columbus, OH • (614) 555-0136 • kevin.brooks@email.com • linkedin.com/in/kevinbrooks-it

PROFESSIONAL SUMMARY

IT Support Specialist and Systems Administrator with 3.5 years of experience supporting 1,200+ users across Windows, Linux, and cloud environments. Resolved 96% of tickets within SLA, maintained 99.9% server uptime, and automated routine administration with PowerShell. Skilled in Active Directory, Microsoft 365, endpoint management, networking, and user-focused troubleshooting.

TECHNICAL SKILLS

OPERATING SYSTEMS Windows 10/11, Windows Server 2016/2019/2022, Ubuntu, RHEL, macOS	IDENTITY & CLOUD Active Directory, Entra ID (Azure AD), Microsoft 365, Intune, Exchange Online, Azure	NETWORKING TCP/IP, DNS, DHCP, VPN, VLANs, Cisco switches, Meraki, Wi-Fi
VIRTUALIZATION & BACKUP VMware vSphere, Hyper-V, Veeam, Azure Backup	SERVICE & TOOLS ServiceNow, Jira Service Desk, Zendesk, SCCM, RMM, Remote Desktop	SCRIPTING & SECURITY PowerShell, Bash, Group Policy, MFA, Patch Management, Defender

PROFESSIONAL EXPERIENCE

Systems Administrator

Jun 2024 – Present

Midwest Logistics Group — Columbus, OH

- Administer 45 Windows and Linux servers and a VMware environment supporting 1,200 users, sustaining 99.9% uptime.
- Managed Active Directory, Entra ID, Group Policy, and Microsoft 365 for 1,200+ accounts, including onboarding and offboarding.
- Automated user provisioning, patching, and reporting with PowerShell, saving 18 hours per week and cutting onboarding time from 2 hours to 20 minutes.
- Deployed Intune and SCCM patching, raising compliance from 78% to 97% across 1,100 endpoints.
- Designed Veeam backup and recovery routines with tested restores, achieving a 2-hour RTO and zero data loss incidents.

IT Support Specialist (Help Desk Tier 1/2)

Jul 2022 – May 2024

Summit Healthcare Partners — Columbus, OH

- Resolved 40+ tickets daily in ServiceNow by phone, chat, and remote tools, with 96% SLA compliance and a 4.8/5 satisfaction score.
- Imaged, configured, and deployed 600+ laptops and desktops, plus printers, VoIP phones, and mobile devices.
- Reduced repeat tickets by 25% by writing 50+ knowledge base articles and training users on MFA and security basics.
- Troubleshoot network, VPN, and Wi-Fi issues across 6 clinics, and supported HIPAA-compliant access controls.

KEY PROJECTS

- Windows Server Migration:** Led migration of 20 servers from 2012 R2 to 2022 over 3 weekends with no unplanned downtime.
- MFA Rollout:** Deployed Microsoft Authenticator MFA to 1,200 users in 6 weeks with 98% adoption and a 70% drop in account-compromise tickets.

EDUCATION

B.S. in Information Technology

2022

Ohio State University — Columbus, OH

CERTIFICATIONS

CompTIA A+ • CompTIA Network+ • CompTIA Security+ • Microsoft MD-102 Endpoint Administrator • Microsoft AZ-104 Azure Administrator