AUSTIN DOUGLAS

Systems / Infrastructure Administrator

☐ 419-765-0076

I Jobs@ImAustinDouglas.co

www.ImAustinDouglas.com





IT professional with 5+ years of experience supporting and modernizing hybrid infrastructure across Windows and Linux environments. Skilled in Active Directory, Group Policy, virtualization (VMware / Hyper-V), and Microsoft 365 / Azure administration. Proven ability to upgrade legacy systems, automate routine operations with PowerShell, and improve reliability through proactive monitoring and standardized maintenance. Experienced with Fortinet firewalls, VLAN segmentation, backup and disaster recovery solutions, and identity/security hardening. Strong computer science foundation combined with hands-on infrastructure expertise to deliver stable, secure, and scalable environments.

Work Experience

IT Infrastructure Consultant

August, 2025 - Present

A Northeast Ohio (Various Clients)

Provided infrastructure engineering support for a high-security facility with aging systems, poor documentation, and failing hardware. Focused on stabilizing critical services, restoring backups, and cleaning up an overgrown VMware environment while working independently across multiple teams.

- Assisted a medical company with a multi-office expansion by handling equipment readiness, workstation deployment, and on-site infrastructure
 validation during build-out.
- Migrated a high-priority security server from a virtual machine to a physical host to meet licensing requirements, ensuring reliable operation of the facility's door control system.
- · Cleaned up and standardized the vSphere environment, safely decommissioning 30+ unused VMs and reducing system sprawl.
- Improved overall stability and confidence in IT by resolving long-standing issues, communicating clearly with multiple departments, and bringing
 a positive and dependable presence to the team.

System Administrator / IT Support Specialist

September, 2022 – August, 2025

Lybrid at SecureSight (MSP) in Sandusky & Parma, Ohio

Provided end-to-end IT support, balancing day-to-day user support with hands-on infrastructure management. Handled everything from help desk tickets and onboarding to troubleshooting servers, networks, and cloud services. Played a key role in maintaining a stable and secure environment through proactive maintenance, automation, and documentation.

- Supported Windows and Linux environments; led user onboarding, offboarding, and lifecycle management
- Administered Windows Server and Linux systems (Active Directory, file shares, backups, and virtualization)
- Managed Microsoft 365 and Azure environments (mail flow, licensing, hybrid AD, and security policies)
- $\bullet \quad \text{Configured and maintained Fortinet firewalls (FortiGate, FortiAP, FortiSwitch), VLANs, and VPNs}\\$
- Automated maintenance and reporting with PowerShell to improve uptime and reduce manual workload

IT Support Specialist

November, 2021 – September 2022

Provided frontline support for roughly 300 users across multiple warehouses, handling account creation, IP phone setup, and end-user troubleshooting. Diagnosed and resolved a wide range of issues through research, documentation, and hands-on problem solving to maintain reliable daily operations.

- Reorganized and standardized the company's 80-printer fleet, enabling smoother deployment through automated GPO mappings
- Audited, documented, and updated the facility's outdated Algo speaker system, restoring reliability and creating clear device tracking so issues
 could be identified and resolved quickly.

Project Manager (Internship)

August, 2021 – December, 2021

2 On-Site at Terra State Community College in Fremont, Ohio

Led the development of a custom cafeteria ordering system to replace an expensive, overly complex commercial product. Built a working prototype in C# (WPF + Entity Framework) that reduced licensing costs and streamlined how students used meal credits. Coordinated with multiple teams and drove the project independently as the sole developer, delivering a smoother and more cost-effective solution for the school.

SKILLS

Windows Server

Active Directory

Group Policy

DNS / DHCP

SAN / iSCSI

XDR / FortiXDR

SIEM / Wazuh Microsoft 365

Azure / Entra

Exchange Online

SharePoint Admin

PowerShell Automation

Towershell Automat

Fortinet Ecosystem

VLAN Segmentation

VPN Configuration

VMware ESXi

Hyper-V

IIS Hosting

Backup / DR

RMM Automation

Monitoring Tools

MySQL / SQL

.NET / C#

Blazor / ASP.NET

CI/CD Pipelines

Git Version Control

EDUCATION

BSc Computer Science, Franklin University

ASc Computer Science, Terra State CC

ASc Network/Server Supporterra State CC

CERTIFICATES

Comptia ITF+

Comptia A+

Comptia NETWORK+

Personal Computer Technici

Networking Technician