

JEREMY CAIN

JUNIOR SYSTEMS ADMINISTRATOR | MICROSOFT 365 | ACTIVE DIRECTORY | WINDOWS SERVER | IT OPERATIONS

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PROFESSIONAL SUMMARY

IT operations and systems administration professional with 8+ years of experience supporting more than 1,000 enterprise users and business-critical environments. Hands-on experience spans Windows and Linux administration, Active Directory, Microsoft 365, endpoint management, virtualization, networking, identity, technical documentation, and complex troubleshooting. Combines enterprise support experience with practical systems administration through an independent infrastructure lab and volunteer administration of production nonprofit technology.

CORE TECHNOLOGIES

Systems & Identity: Windows 10/11, Windows Server 2022, Active Directory, DNS, DHCP, Group Policy, Microsoft Entra ID, Microsoft 365, Intune

Infrastructure: Proxmox VE, VMware Horizon, Citrix Virtual Desktops, Windows Cloud PC, Ubuntu, Debian, Nginx, systemd, pfSense, Cisco switching, VLANs, Ubiquiti networking

Operations & Security: ServiceNow, BMC Remedy, SCCM, BlackBerry UEM, AirWatch, Wazuh, Suricata, backup and recovery, incident documentation

Scripting: PowerShell, Python, Bash

PROFESSIONAL EXPERIENCE

Wells Fargo | Technology Operations Associate Feb 2022 - Present

- Support more than 1,000 internal employees across business-critical financial operations, resolving Windows, Microsoft 365, identity, virtual desktop, endpoint, and application issues.
- Troubleshoot Windows 10/11, VMware Horizon, Citrix Virtual Desktops, Windows Cloud PCs, authentication, hardware, software, and account-access incidents using enterprise tools and remote support.
- Administer mobile endpoints through Microsoft Intune and BlackBerry UEM while maintaining security and operational standards.
- Maintain 100% ticket quality through clear incident documentation, resolution notes, and technical procedures; collaborate with multiple technology teams on complex issues.

Amentum | End User Support Specialist Oct 2020 - Jun 2021

- Supported more than 1,000 global employees across Windows workstations, Microsoft 365, Active Directory, enterprise applications, mobile devices, and multi-factor authentication.
- Provisioned Active Directory and Microsoft 365 accounts with PowerShell, managed devices through AirWatch, and configured Cisco IP phones.
- Delivered Tier 1 and Tier 2 support for hardware, software, access, and endpoint issues in a distributed enterprise environment.

Bank of America | Technical Support III Apr 2020 - Oct 2020

- Delivered Level II support for enterprise laptops, virtual machines, Chromebooks, business applications, and remote users using BMC Remedy and enterprise support tools.

Amynta Group | Service Desk Analyst I Jul 2018 - Mar 2020

- Supported Windows desktops, Active Directory accounts, printers, and business applications; managed ServiceNow incidents and helped deploy more than 600 Windows 10 workstations.
- Created technical documentation that improved knowledge sharing and issue-resolution consistency.

SELECTED SYSTEMS ADMINISTRATION PROJECTS

Enterprise Infrastructure Lab | Independent Systems Administration Project Active

- Designed and administer an enterprise-style environment using Windows Server 2022, Active Directory Domain Services, DNS, DHCP, Group Policy, PowerShell, Proxmox VE, pfSense, Cisco switching, VLANs, Wazuh, and Suricata.
- Built role-based organizational units, security groups, privileged administrative separation, domain-joined systems, and segmented networks to practice enterprise identity and access administration.
- Diagnosed DNS resolution failures, Active Directory health warnings, DFS-R events, and Linux service connectivity issues while documenting architecture, validation steps, and troubleshooting outcomes.
- Created PowerShell administration and health-validation tools to reinforce repeatable operational checks and automation.

West Freeway Church of Christ | Volunteer Technology Administrator Active

- Support a production Ubiquiti network environment and end-user technology for staff and ministry operations.
- Administer a beta web platform on Ubuntu Server using Nginx, ASP.NET Core, Umbraco CMS, SQLite, and systemd while maintaining the legacy production site during transition.
- Implemented operational monitoring, automated nightly database backups with integrity verification, and documented recovery and deployment procedures.
- Troubleshoot desktop, wireless, network, cloud-phone, livestream, and A/V issues and support ongoing infrastructure improvements.

Python Network Port Scanner | Independent Automation / Networking Project Complete

- Built a modular TCP scanner with CLI controls, IPv4/IPv6 validation, service mapping, CSV reporting, graceful interruption handling, and 27 automated tests.
- Used the project to demonstrate TCP/IP fundamentals, structured troubleshooting, Python automation, and repeatable reporting for authorized lab environments.

Professional Email Infrastructure | Independent Project Complete

- Designed and secured a custom email platform using Zoho Mail and managed DNS, including MX, SPF, DKIM, and DMARC configuration.

EDUCATION & CERTIFICATIONS

Western Governors University - M.S., Cybersecurity and Information Assurance (In Progress) | B.S., Network Operations and Security, 2024

Certifications: CCNA | CompTIA Security+ | Microsoft Azure Fundamentals (AZ-900) | LPI Linux Essentials