

PROFILE

Reliable and efficient systems administrator with over a decade of experience managing complex IT environments, working with sensitive data, and enabling teams to work efficiently across multiple industries. Skilled in troubleshooting complex network issues and providing support across Windows, Linux, and Mac platforms. Collaborative, results-oriented leader with a focus on practical solutions that keep technology running smoothly. Recognized for streamlining processes, maintaining system security, and ensuring uninterrupted daily operations.

CORE COMPETENCIES

- Systems Administration
 - Active Directory
 - Azure & Cloud Services
 - Microsoft 365/Google Admin
 - Network Security
 - Firewall & VPN
 - Scripting/Automation
 - Database Management
 - Virtualization
 - LAN/WLAN Implementation
 - Backup & Disaster Recovery
 - IT Support & Training
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KEY ACHIEVEMENTS

- Founded and led a local IT repair and consulting brand, managing operations, client relations, and technical services.
 - Optimized IT infrastructure at two major organizations, overseeing multi-platform networks, AV systems, and backup/recovery processes to maximize efficiency and security compliance.
 - Implemented enterprise-level cybersecurity protocols, including firewall, VPN, and intrusion detection systems, maintaining full NIST and internal policy compliance.
 - Delivered technology training and support programs that enhanced user adoption and satisfaction across diverse organizations.
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PROFESSIONAL EXPERIENCE

Senior Systems Administrator

- **Company:** Large Defense/Technology Contractor
- **Dates:** 2024 – Present
- Manage backup and recovery processes for critical systems, maintaining 100% data integrity and zero downtime.

- Deploy, patch, and maintain hardware/software across Windows and Linux environments, including VMware virtual machines.
- Administer network infrastructure including firewalls, VPNs, and network tunnels, ensuring secure, compliant operations.
- Lead IT workflow optimization with Atlassian tools (Jira), improving team efficiency and ticket resolution.
- Conduct vulnerability assessments and implement recommendations to meet NIST standards and internal policies.
- Provide technical guidance and end-user support, troubleshooting hardware, software, and network issues.

Hardware Systems Administrator

- **Company:** Technology Solutions Provider
- **Dates:** 2024 (8 months)
- Built and deployed system images for POS systems, ensuring seamless functionality across locations.
- Tested and validated hardware and software, coordinating with technical teams to maintain operational readiness.
- Assisted in network configuration, including connectivity testing and troubleshooting.
- Provided end-user support and training for POS systems and related software.

Network Administrator

- **Company:** Regional Education Services Organization
- **Dates:** 2014 – 2024
- Administered LAN/WAN networks, Active Directory, Azure, and MDM solutions across multiple platforms.
- Managed SaaS platforms including Google Admin, Microsoft Azure, and Oracle to ensure uninterrupted operations.
- Oversaw full lifecycle management of IT assets from deployment to repair, extending service life and reducing costs.
- Provided direct end-user support and training, improving adoption and reducing recurring IT issues.

Owner / IT Consultant

- **Company:** Private IT Repair & Consulting Business
- **Dates:** 2019 – 2021
- Founded and operated a successful IT repair and consulting business.
- Oversaw daily business functions including service delivery, staffing, scheduling, inventory management, and financial reporting.
- Provided expert technical solutions across hardware, software, and networking.
- Trained and mentored junior technicians.

ADDITIONAL EXPERIENCE

- **General Manager**, National Sales and Lease Company (2012 – 2014)
- **General Manager**, National Video Game Retailer (2002 – 2011)

TECHNICAL SKILLS

Category	Skills
Programming & Scripting	Python, Bash, PowerShell, C++, HTML, SQL
Networking & Security	VPNs, Firewalls, IDS/RADIUS, LAN/WLAN, SIEM tools, Hashing & Encryption, Cryptology, Vulnerability Scanning
Cloud & Administration	Google Admin Suite, Microsoft 365, Azure, Active Directory, MDM (Mac / Windows / Linux), SSO Implementation
Systems & AV	VMware, Hyper-V, VirtualBox, Remote Desktop, Website Development, Audio / Video Systems, Asset Management, Resource Monitoring
Collaboration Tools	Atlassian (Jira), Confluence, Trello, Zoom

EDUCATION

- **Bachelor of Science in Cybersecurity** (Cyber Operations Specialization) – University Name (2024)
- **Associate of Science in Cybersecurity** – Community College Name (2022)
- **Computer Repair & Networking Certificate** – Vocational School (2003)

CERTIFICATIONS & CREDENTIALS

- CompTIA Cloud Security Certificate (Anticipated 2025)
- CompTIA Security+ Certification (2024)
- Cisco Network Security Certification (2024)
- Google Cybersecurity Certificate (2023)

- Google Project Management Certificate (2023)
- Tenable Specialist Training Certification (2023)
- Oracle Database Foundation (2022)
- Multiple Range Force Badges (2022)
- Google IT Support Professional Certificate (2021)
- Apple and Google Teacher Certification (2016)

Public version. Potential employers, please contact me directly at mark.rogan1486@gmail.com