

WILLIAM ROBERTS

IT Support Specialist | Help Desk Analyst | Systems Administrator

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PROFESSIONAL SUMMARY

IT support professional with corporate service desk experience resolving network and connectivity incidents through ServiceNow and Jira Service Management against defined SLA targets. Combines end-user troubleshooting and clear customer communication with hands-on systems administration: Windows and Linux endpoints, Active Directory and Group Policy, virtualized server infrastructure on Proxmox VE, and a TrueNAS SCALE storage platform hosting a containerized application stack. Completing a B.S. in Cybersecurity and Information Assurance (December 2026) and CompTIA A+ and Network+ certified.

TECHNICAL SKILLS

Service Desk and Ticketing: ServiceNow, Jira Service Management, incident management, service request fulfillment, ticket triage and documentation, SLA management, escalation procedures, Tier 1 and Tier 2 support, first contact resolution, queue management, shift handoff documentation, customer service, ITIL-aligned incident and change practices

Operating Systems and Endpoints: Windows 10, Windows 11, Windows Server 2025, Linux (Debian, Ubuntu), macOS troubleshooting and maintenance, endpoint administration, OS installation, imaging and deployment, driver management, patch management, Windows Defender Firewall configuration, software installation, remote desktop support, remote assistance

Identity and Directory Services: Active Directory Domain Services (AD DS), domain controller administration, Group Policy (GPO), Microsoft Entra ID, role-based access control (RBAC), user account provisioning and deprovisioning, password reset, security group management, roaming profiles, folder redirection, network shared folders, Group Policy Management Console (GPMC), organizational units (OU), password policy, account lockout resolution, user onboarding and offboarding, NTFS permissions, share permissions, least privilege, onboarding and offboarding

Endpoint and Mobile Device Management: Microsoft Intune, MDM, device enrollment, device compliance policy, configuration profiles, endpoint policy assignment

Microsoft 365: Microsoft 365 administration, Exchange Online, Outlook, SharePoint, OneDrive, Teams, license assignment, mailbox troubleshooting, multi-factor authentication support

Systems and Virtualization: Proxmox VE, KVM virtualization, VM provisioning, TrueNAS SCALE, ZFS, storage pool management, dataset and share configuration, SMB and NFS file sharing, backup and data protection, capacity monitoring, uptime monitoring

Containers and Web Services: Docker, Docker Compose, Dockge, container deployment and lifecycle management, container log aggregation (Dozzle), NGINX, Nginx Proxy Manager, reverse proxy configuration, TLS termination, TLS/SSL certificate management, Let's Encrypt and ACME automation, HTTPS troubleshooting, DNS record management

Networking and Scripting: TCP/IP, DNS, DHCP, VLAN configuration, subnetting, static IP assignment, NAT, port forwarding, WireGuard VPN, pfSense firewall administration, wireless troubleshooting, Cisco Meraki, Ubiquiti, OSI-model troubleshooting, bash scripting, PowerShell, Python automation, SSH, technical documentation, knowledge base articles, asset tracking

PROFESSIONAL EXPERIENCE

Data Support Technician (Contract through APT) | C Spire | February 2026 to July 2026 | Birmingham, AL

- Handled roughly 400 tickets per week on an MSP service desk serving 20,000+ business accounts, working inbound phone, email, chat, and portal queues, supporting business end users on Windows PCs, Microsoft 365, printers, VoIP phones, and Wi-Fi access points, with time entry on every ticket and rotating on-call coverage.

- Resolved inbound network, connectivity, and service incidents for business customers, owning tickets end to end from first contact through verified resolution and follow-up confirmation.

- Managed incident queues in both ServiceNow and Jira Service Management, documenting reproduction steps, diagnostic findings, and resolution detail to a standard that supported clean shift handoff and reduced repeat contacts.
- Worked incidents against defined SLA and escalation targets, prioritizing by customer impact and escalating to Tier 2 engineering with complete diagnostic context rather than raw symptom reports.
- Supported the full service path from the fiber optical network terminal (ONT) through customer edge equipment to the firewall, spanning OSI Layers 1 through 4.
- Configured and troubleshoot Cisco Meraki and Ubiquiti routers, switches, and firewalls, including VLAN tagging, subnet allocation, static IP assignment, interface configuration, and DNS settings.
- Coordinated field technician dispatch, verifying diagnoses with Tier 2 before scheduling onsite work, then walking both technician and customer through the fix and confirming stability the following day.
- Retained an at-risk managed account by identifying two misconfigurations, an incorrect IP assignment and a misconfigured ONT, after multiple prior contacts had failed to resolve the issue.

Creator and Lead Developer | Red Whistle (joinredwhistle.com) | July 2026 to Present | Mobile, AL

- Built and maintain the supporting web platform and deployment pipeline for a consumer hardware product, including hosting, DNS, TLS, and content delivery configuration.

Creator and Security Engineer | ScanForge | 2025 to 2026 | Birmingham, AL

- Built and operated a multi-tenant web application with authenticated user access, per-tenant data isolation, and a PostgreSQL backend, deployed through a Dockerized pipeline with environment and secrets management.

Parts Specialist and Technical Support | O'Reilly Auto Parts | 2025 | Mobile, AL

- Served as the technical point of contact for walk-in and phone customers, diagnosing vehicle faults from described symptoms and explaining findings in plain language to customers with no mechanical background.
- Queried the parts catalog database to identify correct components by vehicle year, make, model, and engine, resolving conflicting fitment data, and categorized parts and recurring issues to keep lookup data accurate.
- Performed hands-on diagnostics and troubleshooting on customer vehicles, including battery, charging, and electrical system testing, then verified the repair resolved the reported symptom.

KEY PROJECTS

Windows Domain, Endpoint, and Service Desk Lab | Windows Server 2025, Active Directory, Microsoft Intune, Jira Service Management | December 2025 to January 2026

- Built and administered a virtualized Windows Server 2025 domain controller running Active Directory Domain Services (AD DS), supporting three users across four virtualized operating systems hosted on two physical machines.
- Structured organizational units (OUs) by role, provisioning user accounts, security groups, and role-based access control (RBAC) assignments with least-privilege permissions applied per role.
- Handled full user lifecycle administration including onboarding and offboarding, disabling departing accounts, removing security group membership, and revoking access to shared resources.
- Authored and linked Group Policy Objects (GPO) through the Group Policy Management Console (GPMC), enforcing password policy, password complexity requirements, and account lockout thresholds across the domain.
- Configured roaming user profiles with folder redirection to network shared folders, and resolved profile load failures and slow logon issues that prevented users from reaching their desktop and documents.
- Administered DHCP across the 10.3.1.0/24 scope, issuing addresses to standard user clients, configuring reservations for administrative roles, and assigning static addresses to the domain controllers.
- Enrolled and managed endpoints through Microsoft Intune on a Microsoft 365 tenant, handling device enrollment, compliance policy, and configuration profile assignment.
- Operated a complete support workflow in Jira Service Management covering ticket intake, triage, prioritization, escalation, and closure with written incident reports and resolution summaries.
- Troubleshoot operating system and software incidents on Windows endpoints, covering application installation, software updates, and operating system configuration faults.
- Diagnosed hardware and peripheral failures reported by users, isolating the faulty component before replacement or reconfiguration.

- Resolved domain join and authentication failures, tracing causes through client IP assignment and name resolution and correcting them with DHCP lease renewal and client network reconfiguration.
- Diagnosed account access incidents including password resets, account lockouts, and permission denials, tracing each to the directory object or Group Policy responsible.

Virtualized Server and Storage Infrastructure | Proxmox VE, TrueNAS SCALE | Ongoing

- Administer a Proxmox VE hypervisor hosting multiple Linux virtual machines across segmented networks, handling provisioning, resource allocation, guest agent configuration, and lifecycle management.
- Operate a TrueNAS SCALE storage platform on a ZFS pool, managing datasets, shares, snapshots, pool health monitoring, and capacity planning, including tracking pool utilization against performance thresholds.
- Maintain system patching across hosts, tracking available updates and applying them on a controlled cadence rather than ad hoc.

Containerized Application Platform | Docker Compose, Dockge, Nginx Proxy Manager | Ongoing

- Operate a production-style stack of twelve containerized applications on TrueNAS SCALE serving media streaming, content indexing, request management, download automation, and subtitle processing to multiple concurrent users.
- Migrated the workloads off the TrueNAS application catalog onto declarative Docker Compose stacks managed through Dockge, gaining version-controlled configuration, reproducible redeployment, and consistent lifecycle management across every service.
- Manage container lifecycle end to end: deployment, port and volume mapping, environment configuration, image version updates, and rollback.
- Centralized container log access through Dozzle for real-time troubleshooting across services without direct shell access to each container.
- Publish services externally through NGINX and Nginx Proxy Manager, configuring proxy hosts that map public hostnames to internal container endpoints and ports, with TLS terminated at the edge.
- Manage the TLS certificate lifecycle with automated Let's Encrypt issuance and renewal, eliminating manual certificate rotation and the outages that follow missed expirations.
- Diagnosed and resolved a cross-application failure where an upstream retention setting was silently breaking downstream imports and causing repeated redundant downloads, restoring correct pipeline behavior.

Network Services and Remote Access | Pi-hole, Unbound, WireGuard | Ongoing

- Operate network-wide DNS with Pi-hole and Unbound providing DNSSEC-validating recursive resolution, plus DHCP and NTP services for the environment.
- Configured WireGuard VPN for secure remote access with per-peer key management and scoped address allocation.
- Administer a pfSense firewall covering rule management, NAT, port forwarding, and VLAN segmentation.

Security Monitoring | Wazuh SIEM | Ongoing

- Administer a Wazuh SIEM collecting endpoint, file integrity, authentication, and configuration telemetry from managed hosts, and tuned alerting to remove recurring false positives while preserving genuine coverage.
- Run Security Configuration Assessment against the CIS Benchmark as a measurable system hardening baseline.

EDUCATION

Western Governors University | Bachelor of Science, Cybersecurity and Information Assurance | Expected December 2026

CERTIFICATIONS

CompTIA A+, certified September 2026

CompTIA Network+, certified September 2026

CompTIA Security+, in progress

Microsoft MD-102 Endpoint Administrator, in progress

Microsoft Office Specialist