
Alan Youngblood

IT Systems Administrator

(919) 480-1547

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SKILLS

Linux Server Admin, Shell Scripting, AWS, VPN, Microsoft Azure, CCNA Equivalent Experience, Microsoft 365 Admin, Microservices, Docker, Portainer, REST API's, Virtualization, Backups, PC Imaging, Git, Ubiquiti UniFi, CLI Native, Windows, Cyber-Security Focused, Effective Communicator, Manager, Training Instructor, MacOS, C++, JavaScript, WordPress, Nginx, SQL Databases, MongoDB, Juniper Networking

EXPERIENCE

Oak City IT LLC, Raleigh NC - CEO/IT Director

JANUARY 2017 - PRESENT

- Managed and trained a team of support technicians.
- Designed, installed, and managed IT infrastructure for following services:
 - Juniper SRX Firewall for network security.
 - Secure Web Application Gateway.
 - Remote Monitoring and Management powered by MeshCentral.
 - Support Ticketing powered by Zammad.
 - Image and Data Backups powered by UrBackup.
 - Gitea for Git Version Control System code repositories.
 - UniFi for local network management.
 - Grafana and Prometheus for monitoring resources.
 - SuiteCRM for customer sales and marketing.
- Manage clients' needs with RMM and provide tech support to keep businesses up and running.

FlexGen, Durham NC - Contracting IT Systems Administrator

MARCH 2018 - DECEMBER 2020

- Designed and implemented PC imaging and backup system

utilizing Project FOG (Free Open Ghost), Ansible, Chocolatey, Sysprep, and scripting.

- Implemented a clonezilla field server deployment tool alongside devOps team to drastically reduce deployment time and eliminate errors of inconsistency.
- Managed AWS resources, creating and administering servers in the cloud for software developers like Jenkins Continuous Integration and code review software.
- Managed Microsoft 365 users, accounts, licenses, and productivity tools for the organization.
- Upgraded firewall with Juniper SRX device with a faster hardware VPN server solution.
- Provided support for servers on-premises and in cloud including rebuilding servers that were lost due to operating system bug.
- Provided end-user tech support troubleshooting wide ranging issues.

Vintage Church, Raleigh NC - *Contracting IT Director*

FEBRUARY 2017 - PRESENT

- Upgraded firewall to enterprise level advanced security.
- Consulted on ISP service upgrade to dedicated fiber service with improved quality of service.
- Performed site survey of WiFi, planned, and improved signal throughout large facility with Ubiquiti UniFi and improved design.
- Provided end-user support for tech support issues.
- Provided support for IoT devices like printers and Internet-connected thermostats.
- Worked with A/V team to ensure network functionality and bandwidth availability for video live-streaming.

Broad Reach Power, Houston TX - *Contracting IT Systems Administrator*

NOVEMBER 2019 - SEPTEMBER 2020

- Managed Microsoft 365 users, accounts, and licenses for the organization. Managed SharePoint/OneDrive integrations.
- Acquired hardware and software and configured systems for employees.
- Provided end-user support, including CAD software setup.

Wacek & Associates, Raleigh NC - *Contracting IT Director*

JULY 2016 - JANUARY 2017

- Acquired and configured hardware and software systems for the accounting firm.
- Provided troubleshooting and support to end-users.
- Managed business software upgrade for the firm to meet a projected growth of 100% more employees and clients.
- Managed and administered the firm's website.

Maverick Solutions, Wake Forest NC - *Contracting Technical Editor*

AUGUST 2014 - OCTOBER 2016

- Tested, edited, and documented Oracle Software training.
- Directly trained four other employees and wrote the best practices guide.

Global Knowledge Training, Cary NC - *Network and Systems Administrator*

FEBRUARY 2012 - NOVEMBER 2013

- Worked with a team of 4-10 people to manage data center with live IT systems used in training: Cisco, VMWare, Juniper, Citrix, and Microsoft.
- Resolved customer issue tickets rapidly often within minutes on varied networking and IT systems for worldwide classes.
- Used in-house tools to setup and manage lab equipment loans to students.

EDUCATION

North Carolina State University, Raleigh NC - *B.A.*

Communication

AUGUST 2003 - APRIL 2008

B.A. Communication Media, Art+Design Minor, Dean's List

Cisco Networking Academy, Garner NC - *Graduate*

AUGUST 2000 - JUNE 2002

ORGANIZATIONS

Garner Chamber of Commerce, Garner Young Professionals, Vintage Church Leadership Training Instructor and Community Group Leadership Training