Alan Youngblood

IT Systems Director

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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.
  - Designed implementation, installed, managed and run Extended Detection and Response (XDR) system Wazuh for advanced proactive internal and customer cyber-security.
  - Developed a fast, professionally designed pipeline for creating static websites at cost to fit lower budgets.

Langdon McKenzie Inc., Garner NC – *Contracting IT Director*

OCTOBER 2023 - PRESENT

- Managed, installed, configured all IT resources for painting contractor company with over a dozen employees.
- Consulted on projects to upgrade infrastructure to modernize operations while transitioning leadership at client organization.

Mighty Rabbit Studios Inc., Raleigh NC – *Contracting Development Engineer and Security Advisor*

JANUARY 2023 - PRESENT

- Designed, Installed, Configured and Managed software development version control software tools and its hardware host build.
- Hosted server hardware in OCIT's datacenter including managed secure web gateway, troubleshooting and maintenance.
- Lead the project to change version control systems when the initial system was deemed to no longer fit the company's needs. We repurposed the initial hardware platform and re-installed the new software (GitLab).

TAB Triangle West, Cary NC – *Contracting IT Managed Services*

SEPTEMBER 2023 - PRESENT

- Designed, lead, and implemented a seamless data migration project to move business operations from Google Workspaces to Microsoft 365.

FlexGen Power Systems Inc., 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, 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.

FASCINATING FACT

Alan Youngblood started his career in video game development where he is credited on imdb.com for his work on the title Saturday Morning RPG (2012). https://www.imdb.com/name/nm5305984/

EDUCATION

North Carolina State University, Raleigh NC - *B.A. Communication*
MONTH 20XX - MONTH 20XX

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

Cisco Networking Academy, Garner NC - *Graduate*
AUGUST 2000 - JUNE 2002

SKILLS

Microsoft 365 Admin, Extended Detection and Response (XDR)/Security Infromation and Event Management (SIEM) system Wazuh, Web Domain Management, Static Website Generation, Docker, Backups, PC Imaging, Git, GitLab, Ubiquiti UniFi, Linux Server Admin, Shell Scripting, AWS, VPN, CCNA Equivalent Experience, CLI Native, Windows, Cyber-Security Focused, Effective Communicator, Manager, Training Instructor, MacOS, C++, JavaScript, WordPress, Duda Platform, SQL Databases, MongoDB Databases, Juniper Networking and Junos

ORGANIZATIONS

Wake Forest Chamber of Commerce, Garner Chamber of Commerce, Garner Young Professionals, Vintage Church Leadership Training Instructor, Juniper Genius Online Courses, SkillShare CyberSecurity Ethical Hacking Online Courses