

Mary Johnson

System Administrator

System administrator with 7+ years managing mixed Windows and Linux environments for mid-market firms. Strong on automation (Ansible, PowerShell), patch hygiene, and after-hours change windows that don't break production.

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KEY SKILLS

- Windows Server 2016/2019/2022, Active Directory, Group Policy, DNS/DHCP
- Linux administration (RHEL, CentOS, Ubuntu)
- Ansible, PowerShell, Bash scripting
- VMware vSphere/ESXi and Hyper-V virtualization
- AWS (EC2, S3, IAM, VPC) and Azure (Files, AD Connect, VMs)
- Patch management via WSUS, SCCM, and Ansible
- Veeam Backup & Replication, restore testing, DR runbooks
- Centralized logging and monitoring (Graylog, Nagios, Zabbix)
- SOC 2 audit support, change management, and documentation
- Network fundamentals: TCP/IP, VLANs, firewalls, VPN troubleshooting
- Tier-3 incident response and on-call rotation management
- M365/Exchange Online administration and migration

PROFESSIONAL EXPERIENCE

SYSTEM ADMINISTRATOR II | BRIGHTLINE ANALYTICS, RALEIGH, NC 2021 – PRESENT

- Manage 340 servers across two data centers and AWS, mix of RHEL 8, Windows Server 2019/2022, and a shrinking pool of legacy 2012 R2 boxes scheduled for retirement
- Cut monthly patching time from 22 hours to 6 by rebuilding the WSUS and Ansible pipelines, freed up most of one Saturday a month for the on-call rotation
- Led the rebuild of Active Directory after a forest functional-level upgrade stalled mid-migration, kept logon services available during business hours
- Wrote runbooks for the 14 most common Sev-2 tickets, junior admins now resolve roughly two-thirds of them without escalation
- Tightened backup posture using Veeam, brought restore tests from quarterly-ish to monthly with documented evidence for the SOC 2 audit

SYSTEM ADMINISTRATOR | COVERPOINT INSURANCE SERVICES, DURHAM, NC 2018 – 2021

- Supported 180 Windows servers and a VMware vSphere cluster running underwriting and policy admin workloads
- Migrated file shares (about 11 TB) from aging NetApp to Azure Files, finished two weeks ahead of the contract renewal deadline
- Stood up centralized logging with Graylog, replaced a tangle of one-off Splunk free-tier instances
- Handled tier-3 escalations from a 4-person help desk, kept first-touch resolution above target on most months

IT SUPPORT SPECIALIST | TRIANGLE FAMILY HEALTH, CARY, NC 2016 – 2018

- Imaged and deployed ~600 endpoints across 9 clinic locations using MDT
- Built the first documented onboarding checklist for clinical staff, cut new-hire access tickets by roughly half
- Took the on-call pager one week in three, handled mostly VPN and printer issues

EDUCATION

- B.S., Information Technology, North Carolina State University, 2016

- Red Hat Certified Engineer (RHCE), 2022
- Microsoft Certified: Azure Administrator Associate (AZ-104), 2021
- CompTIA Security+, 2019