



Stephen Turner

System Administrator

Junior system administrator with 18 months of hands-on experience supporting Windows servers and Microsoft 365 for a 250-person firm. CompTIA Server+ certified, working toward RHCSA.

CONTACT INFORMATION

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KEY SKILLS

- Windows Server 2016/2019 administration
- Active Directory and Entra ID user/group management
- Microsoft 365 admin center (Exchange Online, Teams, SharePoint)
- PowerShell scripting for reporting and automation
- Patch management with WSUS
- Veeam backup and restore operations
- VMware vSphere basics (VM provisioning, snapshots)
- Ticketing systems (ServiceNow, Jira Service Management)
- DNS, DHCP, and basic TCP/IP troubleshooting
- Group Policy configuration
- Hyper-V virtualization
- Documentation in Confluence and SharePoint wikis

PROFESSIONAL EXPERIENCE

Junior System Administrator | Saguaro Logistics Group, Tempe, AZ
2023 - Present

- Provision and decommission user accounts in Active Directory and Entra ID, handle around 40 onboarding and offboarding tickets per month
- Patch a fleet of 28 Windows Server 2019 VMs on a monthly cadence, coordinate reboots with the warehouse ops team to avoid scanner downtime
- Wrote a PowerShell script that pulls weekly disk-space and service-status reports, replaced a manual check that took about 90 minutes
- Shadow the senior admin on quarterly DR tabletop exercises and now run the restore-from-backup portion myself

IT Help Desk Technician | Mesa Community College, Mesa, AZ
2022 - 2023

- Closed 1,840 tickets in 11 months covering password resets, lab imaging, and AV cart issues
- Built and deployed image refreshes for two computer labs during summer break
- Documented the printer fleet (43 devices) in a shared wiki that the team still uses

EDUCATION

Associate of Applied Science in Network Technology, Mesa Community College, 2022

CompTIA Server+ Certified, 2023

CompTIA Network+ Certified, 2022

Working toward Red Hat Certified System Administrator (RHCSA)