

ER

Eric Roberts

System Administrator

Lead system administrator with 14 years of progressive responsibility, currently heading a 7-person infrastructure team for a 2,400-employee fintech. Strong on hybrid cloud (AWS + on-prem VMware), Zero Trust rollout, and budget ownership.

Contact Information



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Bellevue, WA 12345

Education

M.S. Information Systems Management,
University of Washington, 2014

B.S. Computer Science, Washington
State University, 2010

AWS Certified Solutions Architect -
Professional, 2022

Certified Information Systems Security
Professional (CISSP), 2020

VMware Certified Professional - Data
Center Virtualization (VCP-DCV), 2018

Key Skills

- Hybrid cloud architecture (AWS, VMware vSphere, Azure AD)
- Identity and access management (Okta, Active Directory, SAML/SCIM)
- Endpoint security and EDR (CrowdStrike, Defender, Intune)
- Infrastructure as code (Terraform, Ansible, PowerShell DSC)
- Vulnerability and patch management (Tenable, WSUS, Qualys)
- Zero Trust network design and segmentation

Professional Experience

LEAD SYSTEM ADMINISTRATOR | CASCADE MERCANTILE TRUST, BELLEVUE, WA

2019 – PRESENT

- Lead a team of 7 admins (4 senior, 2 mid, 1 junior) responsible for 1,200+ servers, identity, endpoint management, and core network services
- Own a \$4.7M annual infrastructure budget across hardware refresh, AWS spend, and software licensing; came in 3% under target two years running
- Drove the company's Okta + CrowdStrike rollout, replaced 4 overlapping identity tools and consolidated endpoint AV from 3 vendors to 1
- Reduced critical-patch SLA breaches from 47 in FY22 to 6 in FY24 through a rebuilt vulnerability management workflow with the security team
- Present quarterly to the CIO and audit committee, including the post-incident review after a 2023 ransomware attempt that was contained at the endpoint

SENIOR SYSTEM ADMINISTRATOR | PUGET SOUND BIOINFORMATICS, SEATTLE, WA

2015 – 2019

- Architected the HPC cluster (96 nodes, Slurm scheduler) used by 140 researchers across three labs
- Cut storage costs by tiering 320 TB of cold genomic data to S3 Glacier, saved an estimated \$210K over three years
- Led the SOC 2 Type II readiness work for the IT control set, passed first audit with zero findings in our scope
- Built the on-call program from scratch, including a runbook library and a fair rotation tool the team still uses
- Took over hiring for the infra team, brought in 4 admins and reduced average time-to-fill from 94 days to 41

SYSTEM ADMINISTRATOR | NORTHSTREAM TITLE & ESCROW, TACOMA, WA

2012 – 2015

- Managed a Windows-heavy environment of 75 servers and roughly 380 endpoints across 12 branch offices
- Migrated Exchange 2010 on-prem to Office 365 over a six-month phased cutover with no business-hours downtime
- Implemented Group Policy hardening based on CIS benchmarks, used as a reference build for two acquisitions

- Infrastructure budget ownership and vendor negotiation
- Team leadership, hiring, and on-call program design
- Compliance frameworks (SOC 2, PCI-DSS, CIS Benchmarks)
- Incident response and post-mortem facilitation
- Backup, DR, and business continuity planning (Veeam, Rubrik)
- Observability and monitoring (Datadog, Splunk, PagerDuty)

- Trained the help desk on AD basics, escalations from L1 to L2 dropped noticeably over the next year

SYSTEMS ADMINISTRATOR II | OLYMPIC PENINSULA SCHOOL DISTRICT, BREMERTON, WA

2010 – 2012

- Supported 22 schools, 8,000 students, and a small team of 5 IT staff
- Rolled out a districtwide print management system that cut paper waste meaningfully during the first school year
- Maintained the student information system database (PowerSchool) including end-of-year roll-ups
- First responder for any after-hours alerting from the district's data center