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Steven Hall

IT Professional

IT professional with 6 years of experience in infrastructure automation, server provisioning, and cloud migration across multi-site environments. Reduced server deployment time from 95 minutes to 47 minutes by building Ansible playbooks that automated provisioning, security hardening, and application installs. Holds CompTIA Network+ and works with Active Directory, Microsoft 365, Terraform, and VMware.

CONTACT INFORMATION

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Montrose, CO 12345

EDUCATION

- Bachelor of Science Computer Information Systems

  2016 - 2020
  Colorado Mesa University, Grand Junction, CO

KEY SKILLS

- Active Directory
- Microsoft 365
- Ansible
- VMware
- ITIL
- DNS Administration
- Windows Server
- Terraform
- Network Troubleshooting
- CIS Controls

PROFESSIONAL EXPERIENCE

IT Professional | 2023 - Present
Mesa Creek Technology Group, Montrose, CO

- Completed 23 employee onboarding setups per month by configuring Active Directory accounts, Microsoft 365 licenses, and hardware profiles, delivering each setup within 90 minutes of the hire-date request.
- Reduced server deployment time from 95 minutes to 47 minutes by building Ansible playbooks that automated provisioning, security hardening, and application installs.
- Shortened a network refresh project delivery timeline by 13 days by creating a phased migration plan and coordinating after-hours cutovers with 4 department leads.
- Accelerated a SharePoint-to-cloud migration project by 11 days by pre-building Terraform templates for the target environment and running parallel testing cycles during each sprint.

IT Support Specialist | 2021 - 2023
Cimarron Valley Services LLC, Delta, CO

- Cut server deployment time from 110 minutes to 68 minutes by scripting repeatable build templates in Ansible for 34 Windows hosts.
- Processed 17 employee onboarding setups per month, configuring laptops, credentials, and Microsoft 365 mailboxes with an average turnaround of 2 hours per setup.
- Reduced a data-center consolidation project timeline by 9 days by building a task tracker that flagged dependency conflicts before each sprint review.
- Administered Active Directory group policies and DNS records for a multi-site office environment spanning 3 locations.

IT Support Technician | 2020 - 2021
Uncompahgre Ridge Partners Inc., Montrose, CO

- Prepared onboarding setups for 8 new hires monthly, imaging workstations and creating Active Directory accounts within 75 minutes per request.
- Reduced server deployment time for test environments from 85 minutes to 54 minutes by documenting a repeatable checklist and pre-staging disk images.
- Assisted with a facility-wide network upgrade that finished 7 days ahead of the original project delivery schedule by pre-cabling 46 drops during off-peak hours.

CERTIFICATIONS

- CompTIA Network+, CompTIA, 2021