SHANE TOWNSEND

Server Support | Systems Administration | Windows Server • Linux • VMware
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PROFESSIONAL SUMMARY

IT professional with 5+ years of experience across server support, Windows and Linux environments, virtualization, and enterprise networking. Currently provides L1/L2 support for Dell PowerEdge servers in enterprise Windows Server, Linux, and VMware environments. Background includes Active Directory, support for 1,000+ Windows endpoints, and network deployments across 150+ sites. Microsoft Certified: Azure Fundamentals, with hands-on Linux experience from a self-managed home lab.

TECHNICAL SKILLS

- **Servers & Directory:** Windows Server 2019/2022, Active Directory, Group Policy, DNS, DHCP, Dell PowerEdge hardware diagnostics
- **Virtualization:** VMware vSphere/ESXi, Hyper-V
- **Linux:** CLI administration, SSH, package updates, service configuration, firewall rules
- **Cloud & Identity:** Microsoft Azure (resource groups, virtual networks, IAM), Office 365, Duo MFA, CyberArk
- **Networking:** Cisco Meraki, UniFi, TCP/IP, LAN/WAN, firewalls, GlobalProtect VPN, SolarWinds
- **Endpoint & Security:** Workspace ONE UEM, MDM (iOS/Android), Tanium, OS imaging
- **Tools & Ticketing:** ServiceNow, Salesforce, SecureCRT, PuTTY, Bomgar, Remote Desktop, Citrix

PROFESSIONAL EXPERIENCE

Jr. Server Support (Dell Contract) 2026 – Present

CGS (Computer Generated Solutions), Remote

- Provide remote L1/L2 support for Dell PowerEdge servers in enterprise customer environments, isolating hardware and system-level faults and coordinating component replacement.
- Troubleshoot Windows Server, Linux, and VMware environments, resolving OS, virtualization, and server configuration issues.
- Completed an intensive 11-week Dell training program on supporting Linux, VMware, and Windows Server.
- Own support cases end to end in Salesforce, documenting diagnostics, customer communication, and resolutions.

IT Specialist 2024 – 2026

Bloomin' Brands Inc., Tampa, FL

- Supported 1,000+ Windows endpoints enterprise-wide, covering Active Directory, integrations, and MSP escalations.
- Configured and deployed switches, routers, and access points across 150+ locations via Cisco Meraki, SecureCRT, and PuTTY.
- Managed the deployment lifecycle for Kitchen Display System workstations, from OS imaging through shipment.
- Managed iOS/Android device profiles in VMware Workspace ONE UEM and provisioned Duo MFA during user onboarding.
- Supported endpoint security with Tanium and CyberArk; resolved GlobalProtect VPN connectivity and authentication issues.
- Managed the ServiceNow queue, triaged Level 1 escalations, and coordinated vendor RMAs for failed hardware.

IT Installation Technician 2023 – 2024

L. Ortega & Associates of Tampa Bay, Tampa, FL

- Installed server rack UPS units, wireless access points, and Smartboards for clients including Pinellas County Schools.
- Rack-mounted hardware, managed cabling, and verified network connectivity to project specifications.

Field Service Technician 2022 – 2023

World Wide Tech Services, Indianapolis, IN

- Diagnosed and repaired Dell and Lenovo systems on-site across a multi-territory route; Dell and Lenovo certified.
- Maintained repair logs, waybills, and hardware pickup/return records.

Tier 1 Technical Support 2022

Circle K, Indianapolis, IN

- Troubleshot POS systems by phone using Linux CLI and remote tools.

HOME LAB

- Deploy and administer a remote Linux VPS over SSH, handling system updates, service configuration, and troubleshooting.
- Configure firewall rules and networking on the VPS to secure remote access and limit exposed ports.
- Manage domain registration and DNS records (A, CNAME, MX) to route traffic to self-hosted services.
- Apply Azure concepts in practice: virtual networking, resource groups, and identity and access management.

CERTIFICATIONS

- Microsoft Certified: Azure Fundamentals (AZ-900) — 2026
- CompTIA IT Fundamentals (ITF+)
- TestOut IT Pro