



# Elijah Freeman

## Systems Engineer, Infrastructure and Cloud Platforms

☎ (614) 555-4832 ✉ [elijah.freeman@example.com](mailto:elijah.freeman@example.com)

🌐 [linkedin.com/example/elijahfreeman](https://linkedin.com/example/elijahfreeman) 📍 Columbus, OH 43215

### STRENGTHS

- 🛡️ **Incident Leadership**  
During high impact recoveries, coordinated technical teams, clarified next actions, and restored stakeholder confidence through steady updates.
- ⚙️ **Secure Automation**  
Built PowerShell and Azure Automation workflows that made provisioning, patching, and baseline checks more consistent for administrators.
- ♥️ **Recovery Planning**  
Turned RTO and RPO objectives into tested runbooks, giving teams clearer restoration steps when services were disrupted.
- 👥 **Cross Team Delivery**  
Joined cybersecurity, IAM, network, and application partners early, which reduced surprises during infrastructure changes and recoveries.
- 🎓 **Practical Mentoring**  
Used design reviews and troubleshooting sessions to help five administrators build confidence with automation and resilient operations.

### SKILLS

Hybrid Infrastructure Azure  
Windows Server Linux VMware  
Active Directory Group Policy  
Microsoft 365 Disaster Recovery  
PowerShell Azure CLI Ansible

### SUMMARY

Senior **systems engineer** with 13 years of progressive experience designing, operating, and modernizing **hybrid infrastructure** across enterprise datacenters and Microsoft Azure. Leads Windows and Linux server operations, virtualization, storage, Active Directory, Group Policy, Microsoft 365, backup, monitoring, high availability, and resilient cloud services. Uses PowerShell, Azure CLI, Ansible, SCCM, Intune, and Azure Automation to standardize secure operations, patch compliance, configuration baselines, and recovery evidence. Directs complex incident response, **root cause analysis**, disaster recovery, business continuity, vulnerability remediation, and post incident reviews aligned with RTO and RPO objectives. Coordinates cybersecurity, IAM, network, application, and architecture teams through technical changes and critical recoveries. Combines hands on engineering with architecture planning, ITSM discipline, documentation, mentoring, and **continuous service improvement**.

### EXPERIENCE

#### Senior Systems Engineer, Hybrid Infrastructure

Summit Harbor Financial Services 📅 May 2021 - Present 📍 Columbus, OH

Leads lifecycle engineering for more than 450 Windows and Linux servers across VMware datacenters and Azure. Owns platform architecture, secure operations, incident recovery, resilience planning, documentation, and administrator development. Connects infrastructure decisions with availability, security, capacity, supportability, and business continuity.

- Led lifecycle engineering for 450 Windows and Linux servers across VMware and Azure environments.
- Built Azure foundations with availability sets, **VM scale sets**, load balancers, and **storage replication**.
- Automated provisioning, baseline validation, patch orchestration, and compliance evidence through PowerShell and **Azure Automation**.
- Directed incident recovery with cybersecurity, IAM, network, and **application teams**, restoring stable service.
- Governed **Active Directory replication**, GPOs, privileged access, logging, hardening, and **vulnerability remediation**.
- Mentored five administrators through design reviews, troubleshooting standards, automation practices, and recovery exercises.

#### Systems Engineer, Datacenter and Cloud Operations

Lakeview Health Network 📅 February 2018 - April 2021 📍 Cleveland, OH

Engineered hybrid infrastructure across two datacenters and Azure, supporting **virtualization**, storage, backup, Windows Server, Linux, monitoring, and cloud services. Improved **recovery** readiness, patch governance, diagnostic capability, observability, controlled change, and operational documentation through cross functional delivery.

- Engineered **hybrid infrastructure** across two datacenters and Azure, improving platform supportability.
- Reworked backup runbooks around RTO and RPO targets, then validated restoration readiness.
- Implemented SCCM and Intune patch workflows with deployment rings, exceptions, and remediation plans.
- Built PowerShell diagnostics for **Active Directory** health, GPO application, services, and certificates.
- Tuned **monitoring** thresholds, alerts, and telemetry for compute, **storage**, backup, and authentication.
- Produced impact assessments, diagrams, rollback procedures, and ITSM records for controlled changes.

#### Infrastructure Engineer, Azure Migration

Midwest Research Technologies 📅 July 2015 - January 2018 📍 Dayton, OH

Patch Compliance Monitoring

ITSM

## LANGUAGES

English Native

Spanish Intermediate

## MY CAREER



● Senior Systems Engineer, Hybrid Infrastructure at Summit Harbor Financial Services (5.3 Years)

● Systems Engineer, Datacenter and Cloud Operations at Lakeview Health Network (3.2 Years)

● Infrastructure Engineer, Azure Migration at Midwest Research Technologies (2.5 Years)

● Systems Administrator, Windows Infrastructure at Great Plains Insurance Group (2 Years)

Managed virtual servers, storage, backup, directory platforms, and Azure migrations while progressing toward independent ownership of upgrades. Delivered workload migration, **automation**, incident diagnosis, directory maintenance, **configuration records**, recovery procedures, and infrastructure diagrams.

- Migrated Windows workloads into **Azure IaaS** with compute, storage, monitoring, and **identity integration**.
- Automated service validation, patch readiness, and maintenance checks through PowerShell health scripts.
- Diagnosed VMware, Windows, Linux, storage, and network incidents, documenting root causes in ITSM.
- Maintained domain controller replication, DNS dependencies, and controlled **Group Policy** changes.
- Updated configuration records, operating procedures, recovery documentation, and **infrastructure** diagrams after upgrades.

### Systems Administrator, Windows Infrastructure

Great Plains Insurance Group 📅 June 2013 - June 2015 📍 Indianapolis, IN

Administered Windows Server, Active Directory, Group Policy, VMware, enterprise storage, backup, monitoring, and endpoint services. Built practical automation, supported approved maintenance, resolved directory and server incidents, and maintained reliable operational records.

- Administered **Windows** Server, **Active Directory**, GPOs, VMware, storage, and backup services.
- Monitored infrastructure and backup health, escalating anomalies with diagnostic evidence and recovery steps.
- Executed approved patching and maintenance, validating services after scheduled change windows.
- Resolved directory, permissions, server, and endpoint incidents through structured **ITSM** troubleshooting.
- Created **PowerShell** scripts for account reporting, service checks, and repeatable administration.
- Maintained server inventories, **configuration records**, recovery instructions, and **standard operating procedures**.

## PROJECTS

### Hybrid Recovery Readiness Program 📅 2024

Recovery succeeds before an incident begins. Reworked infrastructure recovery procedures around RTO and RPO objectives, tested restoration paths, and connected documentation with operational ownership across datacenter and Azure services.

### Azure Platform Modernization 📅 2023

A stable platform makes change less costly. Shaped Azure foundations with availability sets, VM scale sets, load balancing, storage replication, monitoring, and identity integration for resilient workload hosting.

## LEADERSHIP & AWARDS

- Microsoft Azure architecture leadership recognized through successful hybrid platform modernization and recovery planning.
- Administrator mentoring recognition earned through practical design reviews, automation coaching, and disaster recovery exercises.

## EDUCATION

### Associate of Applied Science in Information Technology

Ivy Tech Community College 🎓 GPA: 3.5 📅 2013 📍 Indianapolis, IN

**Coursework:** *Systems administration, networking, cybersecurity, database fundamentals*

## CERTIFICATIONS

- Microsoft Certified: Azure Solutions Architect Expert 📅 2025
- Microsoft Certified: Windows Server Hybrid Administrator Associate 📅 2024
- Microsoft Certified: Azure Administrator Associate 📅 2022

- ITIL 4 Foundation 📅 2026

## TECHNICAL SKILLS

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- **Cloud Platforms:** Microsoft Azure, Azure IaaS, Azure Automation
- **Windows Administration:** Windows Server, Active Directory, Group Policy
- **Linux Administration:** Linux servers, RHCSA practices, shell scripting
- **Virtualization:** VMware, availability sets, VM scale sets
- **Storage Services:** Azure Storage, storage replication, enterprise storage
- **Backup and Recovery:** Enterprise backup, disaster recovery, business continuity
- **Endpoint Management:** SCCM, Microsoft Intune, patch compliance
- **Automation Scripting:** PowerShell, Azure CLI, Ansible
- **Monitoring and Telemetry:** Azure Monitor, infrastructure monitoring, alert tuning
- **Security Operations:** Privileged access, endpoint hardening, vulnerability remediation
- **Service Management:** ITSM, ITIL 4, change management
- **Network and Availability:** Load balancers, DNS, high availability

## PROFESSIONAL AFFILIATIONS

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- ITIL service management practitioner, connecting change discipline with dependable infrastructure operations.
- Microsoft Azure certified professional community participant, sharing practical platform and resilience knowledge with peers.

## ADDITIONAL INFORMATION

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**Work Status** : Authorized to work in United States. No sponsorship required.

## REFERENCES

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AVAILABLE ON REQUEST