

AUSTIN DOUGLAS

Systems / Infrastructure Administrator



IT professional with 5+ years of experience modernizing and supporting hybrid Windows and Linux environments. Skilled in Active Directory, Group Policy, virtualization (VMware/Hyper-V), and Microsoft 365/Azure administration. Strong background in upgrading legacy systems, automating operations with PowerShell, and improving reliability through proactive monitoring. Experienced with Fortinet firewalls, VLANs, backup/DR, and identity/security hardening. Combines a solid computer science foundation with hands-on infrastructure expertise to deliver stable, secure, and scalable environments.

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📍 Cleveland, Ohio

Work Experience

Infrastructure Engineer II

📅 September, 2025 - Present

📍 On-site at Giesecke+Devrient in Twinsburg, Ohio

Provided infrastructure engineering support for a high-security facility with legacy systems and limited documentation. Focused on stabilizing critical services, restoring backups, and preparing key systems for migration as the facility transitioned toward shutdown, while improving the VMware environment and coordinating across multiple teams.

- Migrated a facility's door-control security server from a VM to dedicated hardware to meet strict licensing requirements, performing a high-pressure cutover with minimal downtime.
- Cleaned up and standardized the vSphere environment, safely decommissioning 50+ unused VMs and reducing system sprawl.
- Recovered a year-long Commvault backup outage caused by an overrun dedupe DB by rebuilding backup jobs and cleaning obsolete backup entities, restoring full system protection.
- Improved overall stability and confidence in IT by resolving long-standing issues, communicating clearly with multiple departments, and bringing a positive and dependable presence to the team.

System Administrator / IT Support Specialist

📅 September, 2022 – August, 2025

📍 Hybrid at SecureSight (MSP) in Sandusky & Parma, Ohio

Provided end-to-end IT support, balancing day-to-day user support with hands-on infrastructure management. Handled everything from help desk tickets and onboarding to troubleshooting servers, networks, and cloud services. Played a key role in maintaining a stable and secure environment through proactive maintenance, automation, and documentation.

- Supported Windows and Linux environments; led user onboarding, offboarding, and lifecycle management
- Administered Windows Server and Linux systems (Active Directory, file shares, backups, and virtualization)
- Managed Microsoft 365 and Azure environments (mail flow, licensing, hybrid AD, and security policies)
- Configured and maintained Fortinet firewalls (FortiGate, FortiAP, FortiSwitch), VLANs, and VPNs
- Automated maintenance and reporting with PowerShell to improve uptime and reduce manual workload

IT Support Specialist

📅 November, 2021 – September 2022

📍 On-Site at Crown Battery Mfg. in Fremont, Ohio

Provided frontline support for roughly 300 users across multiple warehouses, handling account creation, IP phone setup, and end-user troubleshooting. Diagnosed and resolved a wide range of issues through research, documentation, and hands-on problem solving to maintain reliable daily operations.

- Reorganized and standardized the company's 80-printer fleet, enabling smoother deployment through automated GPO mappings.
- Audited, documented, and updated the facility's outdated Algo speaker system, restoring reliability and creating clear device tracking so issues could be identified and resolved quickly.

Project Manager (Internship)

📅 August, 2021 – December, 2021

📍 On-Site at Terra State Community College in Fremont, Ohio

Led the development of a custom cafeteria ordering system to replace an expensive, overly complex commercial product. Built a working prototype in C# (WPF + Entity Framework) that reduced licensing costs and streamlined how students used meal credits. Coordinated with multiple teams and drove the project independently as the sole developer, delivering a smoother and more cost-effective solution for the school.

SKILLS

Infrastructure

Windows Server
Active Directory
Group Policy
DNS / DHCP
File Services
Certificate Management (SSL, PKI)
Backup / DR

Networking & Security

Fortinet Ecosystem
Firewall Policies
VLAN Segmentation
VPN Configuration
Site-to-Site VPN
SSL VPN
Basic Cisco IOS
XDR / FortiXDR
SIEM / Wazuh

Cloud & Identity

Microsoft 365
Azure / Entra
Conditional Access
Azure AD Connect
Exchange Online
RMM Automation
Monitoring Tools

Virtualization & Storage

VMware ESXi
Hyper-V
SAN / iSCSI
Veeam Backup

Development & Automation

PowerShell Automation
REST API Integration
.NET / C#
Blazor / ASP.NET
CI/CD Pipelines
Git
MySQL / SQL

Education

B.Sc. Computer Science

 Franklin University — Columbus, Ohio

A.Sc. Computer Science

 Terra State Community College —
Fremont, Ohio

A.Sc. Server/Networking Support

 Terra State Community College —
Fremont, Ohio

Certificates

CompTIA A+

CompTIA NETWORK+

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 <https://linkedin.com/in/austin-douglas-027341232>