

ADAM KOCH

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SENIOR IT SYSTEMS ADMINISTRATOR

A highly accomplished and enthusiastic IT professional with 10+ years of experience in a technically diverse environment, skilled in managing IT systems and supporting complex projects while utilizing strong technical knowledge to maintain Windows, Linux, and Cloud-based platforms. Adept at developing technological innovations, managing IT operations, increasing reliability, maximizing productivity, and improving system efficiencies while ensuring the highest level of security. Proficient in monitoring network activity, installing and fixing both software and hardware, performing extensive system updates, and accurately diagnosing various undetected problems. Able to effectively communicate with diverse populations in written, verbal, and presentation formats. Focused on process improvement and creating repeatable methodologies to drive IT initiatives and improve productivity. Possessing an excellent work ethic, a strong sense of IT responsibility and leadership, and a commendable record of dependability.

CORE COMPETENCIES

- Systems Design & Execution
- End-user Training & Support
- Analytical & Organizational Skills
- Team Building & Leadership
- Compliance & Quality Assurance
- Hardware & Software Configuration
- System & Database Administration
- Software Development Life Cycle (SDLC)
- Problem Analysis & Conflict Resolution
- Strategic Management of Enterprise IT
- Troubleshooting & Crisis Management
- Incident Tracking & Documentation
- Strategic Planning & Tactical Analysis
- Network & Infrastructure Security
- Implementation & Technical Support

ADVANCED TECHNICAL PROFICIENCIES

Languages: PowerShell, Python, Lua, XML

Software & Tools: Microsoft 365, Active Directory, Group Policy, DNS, DHCP, Service Now, Git, ConnectWise Automate, NinjaOne, Rubrik

Hypervisors: Nutanix, VMware, Hyper-V

Operating Systems: Linux (CentOS, Ubuntu, Mint, Fedora, RHEL), Windows (7, 8, 8.1, 10, 11), Windows Server (2008/R2, 2012/R2, 2016, 2019, 2022)

Cloud Platforms: Amazon Web Services, Microsoft Azure

PROFESSIONAL EXPERIENCE

SENIOR SYSTEMS ADMINISTRATOR

Movement Mortgage

- Designed, implemented, and managed cloud solutions using AWS and Azure, improving system performance and reducing costs by 30%.
- Administered on-premises and cloud-based Linux and Windows servers, ensuring high availability, scalability, and security of mission-critical applications.
- Developed and maintained automation scripts in PowerShell, Bash, and Python to streamline system deployment, configuration, and monitoring processes, reducing manual intervention by 40%.
- Led initiatives to secure cloud infrastructure, including network segmentation, encryption, IAM policies, and vulnerability management, ensuring adherence to industry standards (e.g., NIST, GLBA).
- Regularly conducted cloud cost reviews, identified underutilized resources, and recommended optimizations, resulting in 25% savings on monthly cloud expenses.

May 2023 – Present

Indian Land, SC

MANAGER, SYSTEMS ADMINISTRATION

Global Lending Services

- As part of a team of four, we managed the day-to-day operations of a fleet of 20 physical Hyper-V hypervisors and over 100 virtual machines in multiple environments including Rackspace, Azure, and AWS, running Microsoft Windows and various Linux distributions.
- Deployed and managed network, application, and security infrastructure in Azure and on-premises to automate financial decisioning for automotive loans, requiring close collaboration with IT Security group to meet industry and government regulations.
- Managed 1200 users across Active Directory, Azure Active Directory, and Microsoft Office 365, while showing excellent skills in developing and deploying Group Policies in coordination with Desktop Ops and IT Security to ensure the security of workstations and server infrastructure.
- Streamlined administrative and maintenance tasks by automating them with PowerShell, Batch, and Bash scripting languages.

November 2020 – May 2023

Greenville, SC

IT SYSTEMS ADMINISTRATOR

Southside Christian School

May 2019 – November 2020

Simpsonville, SC

- Managed day-to-day operations of a server fleet consisting of two physical VMWare ESXi servers running 29 virtual machines, while also efficiently overseeing Southside Christian School's on-premises exchange email server with 250+ active accounts.
- Handled imaging, deployment, maintenance, and upgrading of a computer fleet of roughly 250 desktops and laptops, while writing, implementing, and enforcing policies relating to the use of workstations, including group policies and best practice guidelines.
- Demonstrated excellent skills in developing and deploying an imaging solution, MDT using WDS for PXE booting, to quickly image devices for deployment while supporting multiple device makers and types (primarily Dell and Microsoft devices).
- Planned, created, and deployed a Linux-based virtual server running CentOS for server monitoring, and managed and supported an Active Directory of two domains, an Azure AD domain, and a Google directory for roughly 500 Chromebook devices.
- Spearheaded the creation, deployment, and maintenance of a deployment infrastructure using PDQ Deploy and PDQ Inventory to manage the entire fleet of devices, including servers, and actively took part in deploying a Mobile Device Management (MDM) application, JAMF School with Apple School Manager, to remotely manage an iPad fleet of roughly 150 devices for policy management, application installs, and operating system updates.

ASSOCIATE APPLICATION ANALYST

Care Coordination Institute

May 2018 – May 2019

Greenville, SC

- As an integral member of Care Coordination Institutes' IT team and Application Analyst for care management software, led the configuration and administration of the organization's production and test servers, Red Hat Enterprise Linux 7.
- Ensured business continuity and enhanced productivity by minimizing the downtime of the department's Red Hat Enterprise Linux server through troubleshooting and issue resolution and performed post-resolution follow-ups to ensure effective problem resolution.
- Supported project coordination, application implementation, application validation, upgrades, ongoing maintenance, training, enhancements, and documentation, while consistently communicating all application problems and issues to key stakeholders.
- Facilitated the migration of the company's Oracle-based database to a cloud-based offering from Amazon AWS by conducting detailed research and a feasibility study and created test plans to ensure compliance with specifications and documentation.
- Developed custom content for population health application providers to improve engagement and maximize user experiences, while working with the support team to troubleshoot top-tier application support issues.
- Provided leadership by applying in-depth knowledge of current and emerging technologies to all tasks, while also performing software testing and recording results.

I/S DESKTOP ANALYST

Greenville Health System

January 2014 – May 2018

Greenville, SC

- Effectively planned, developed and deployed computer equipment using Microsoft System Center Configuration Manager (SCCM) and streamlined the purchasing, installation and maintenance of desktop devices, software, and licensing.
- Boosted administrative tracking and crisis management processes by creating a Google Chrome extension for the desktop analyst team. Responsible for managing vendor contracts, maintaining technical documentation and preparing statistical reports.
- Delivered exceptional support services and met service level agreements by accurately tracking various issues via the ticket management system. Efficiently provided technical support for Windows 7 and 10 desktops, laptops, and various workstations.
- Managed and ensured the timely installation and support of the desktop environment for a wide range of health systems and workstations, including desktops, WOW carts, laptops, wall mounts, surgical workstations, and printers.
- Expertise in Active Directory account creation/termination and Group Policy Object (GPO) as a subject matter expert. Successfully established and maintained productive relationships with vendors to secure favorable contract terms and lower prices.
- Proficient in computer diagnostics, installation, network configuration, and troubleshooting of systems.

EDUCATION**Bachelor of Science in Cloud & Systems Administration – Western Governors University****May 2018 – September 2019****TRAINING & CERTIFICATIONS****Microsoft Azure Administrator Associate AZ-104 – Microsoft****February 2023****Microsoft Azure Fundamentals AZ-900 – Microsoft****May 2021**

Exam 410: Installing and Configuring Windows Server 2012 – Microsoft	November 2018
Cloud Essentials CL0-001 – CompTIA	July 2018
Cloud+ CV0-001 – CompTIA	July 2018
ITIL Foundations – Axelos Global Best Practice	June 2018
Project+ PK0-004 – CompTIA	June 2018
Site Development Associate 1D0-61B – Certification Partners (CIW)	May 2018
Linux Foundations 010-150 – Linux Professional Institute	June 2018
LPIC-1: Linux Administrator – Linux Professional Institute	June 2018
Systems Support Specialist – CompTIA	June 2018
Linux Network Professional – CompTIA	June 2018
Linux+ LX0-103/LX0-104 – CompTIA	June 2018
Security+ CE SY0-501 – CompTIA	March 2018
Server+ SK0-004 – CompTIA	March 2018
Network Infrastructure Professional – CompTIA	March 2018
Secure Infrastructure Specialist – CompTIA	March 2018
IT Operations Specialist – CompTIA	February 2017
Network+ CE N10-006 – CompTIA	February 2017
MTA 98-349, Windows Operating System Fundamentals – Microsoft	May 2015
Microsoft Certified Professional –Microsoft	May 2015
A+ CE 220-901/220-902 – CompTIA	November 2013