ADAM KOCH

Senior Systems Administrator

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SUMMARY

Senior Systems Administrator with 10+ years running Microsoft 365, Entra ID, Intune, Jamf Pro, Okta, and AWS/Azure environments in regulated industries: mortgage lending, auto finance, and healthcare. At Movement Mortgage, administer identity, Windows and macOS endpoints, and cloud infrastructure for a mostly remote workforce under NIST and GLBA requirements, in enterprise environments supporting nearly 4,000 users. Cut cloud infrastructure costs 30%, built the company's Jamf Pro tenant and its first disaster-recovery capability, and automate routine work in PowerShell.

CORE COMPETENCIES

Identity & Access: Microsoft Entra ID, Conditional Access, Okta (SSO, MFA, provisioning), Active Directory, Group Policy, PKI (ADCS, DigiCert Cloud PKI)

Endpoint Management: Microsoft Intune, Jamf Pro, Jamf School, Apple School Manager, Microsoft SCCM, MDT/WDS, PDQ Deploy

Cloud & Infrastructure: AWS, Microsoft Azure, Azure Virtual Desktop, Packer, Rubrik, Nutanix, VMware, Hyper-V, DNS, DHCP

Collaboration & Tools: Microsoft 365, Exchange, Google Workspace, ServiceNow, Git

Scripting & Automation: PowerShell, VisualCron

Operating Systems: Windows 10/11, Windows Server, macOS, RHEL, CentOS, Ubuntu

Security & Compliance: NIST, GLBA, CIS Benchmarks

PROFESSIONAL EXPERIENCE

Senior Systems Administrator **May 2023 – Present**

Movement Mortgage *Indian Land, SC (Remote)*

- **Cut AWS and Azure infrastructure costs 30%** by rightsizing workloads, decommissioning legacy infrastructure, and purchasing reservations for VMs and Databricks; run recurring cost reviews to catch underutilized resources.
- **Built the company's first disaster-recovery capability** by leading deployment of a hybrid Rubrik backup solution spanning cloud and on-premises appliances.
- **Built the company's Jamf Pro tenant from scratch** and manage its fleet of 85 macOS devices.
- **Secure access for a mostly remote workforce:** configure, test, and roll out Microsoft Entra ID Conditional Access policies; administer Okta SSO, MFA policies, and application provisioning; manage Entra ID users, groups, and service principals.
- **Lead cloud security initiatives** across AWS and Azure, including IAM policies, network segmentation, encryption, and vulnerability management, to meet NIST and GLBA requirements.
- **Architected and maintain Azure Virtual Desktop** across 4 host pools, using Packer to automate golden-image builds for consistent, repeatable desktop deployments.
- **Reduced manual intervention 40%** with PowerShell automation for deployment, configuration, and monitoring; build and maintain scheduled automation jobs in VisualCron.
- Set up and maintain PKI certificate infrastructure on Active Directory Certificate Services (ADCS) and DigiCert Cloud PKI.
- Administer on-premises and cloud Linux and Windows servers running mission-critical applications.

Manager, Systems Administration **Nov 2020 – May 2023**

Global Lending Services *Greenville, SC*

- Co-led a 4-person systems team running 20 physical Hyper-V hosts and 100+ virtual machines across Rackspace, Azure, and AWS.
- Deployed and managed network, application, and security infrastructure that automated financial decisioning for automotive loans, partnering with IT Security to meet federal regulatory requirements.
- Administered 1,200+ accounts across Active Directory, Entra ID, and Microsoft 365; built Conditional Access policies and SAML-based single sign-on for enterprise applications.
- Hardened workstations and servers with Group Policy and CIS Benchmarks.
- Automated administrative workflows in PowerShell, cutting time spent on repetitive tasks by about 35%; built scheduled automation jobs in VisualCron.

IT Systems Administrator **May 2019 – Nov 2020**
Southside Christian School *Simpsonville, SC*

- Managed a 2-host VMware ESXi environment running 29 VMs and an on-premises Exchange server for 250+ accounts.
- Imaged, deployed, and maintained ~250 desktops and laptops; built an MDT/WDS PXE-boot imaging solution that cut per-device deployment time by about 50%.
- Administered Active Directory across two domains, Azure AD, and a Google Workspace directory of ~500 Chromebooks.
- Deployed and managed Jamf School with Apple School Manager for a 150-device iPad fleet.
- Built PDQ Deploy/Inventory for centralized patching across all workstations and servers; deployed a CentOS server for infrastructure monitoring.

Associate Application Analyst **May 2018 – May 2019**
Care Coordination Institute *Greenville, SC*

- Administered production and test RHEL 7 servers for a care-coordination software platform, using root-cause analysis to minimize downtime.
- Led feasibility research and test planning for an Oracle-to-AWS database migration.

I/S Desktop Analyst **Jan 2014 – May 2018**
Greenville Health System (now Prisma Health) *Greenville, SC*

- Deployed and maintained a health-system-wide desktop fleet with Microsoft SCCM; served as subject-matter expert for AD account lifecycle and Group Policy.
- Built a Google Chrome extension that improved tracking and incident-response workflows for the desktop analyst team.

EDUCATION

Bachelor of Science, Cloud & Systems Administration **September 2019**
Western Governors University

CERTIFICATIONS

- **Microsoft Certified: Azure Administrator Associate (AZ-104)** — Microsoft, Active
- **CompTIA Security+** — CompTIA, Active
- **AWS Certified SysOps Administrator – Associate** — Amazon Web Services, recertification in progress
- **LPIC-1: Linux Administrator** — Linux Professional Institute, 2018
- **CompTIA Server+** — CompTIA, 2018