

# Michael Hill

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## NETWORK SYSTEMS ADMINISTRATOR

### CERTIFICATIONS

CompTIA Security+  
CompTIA A+  
Nutanix NCP-MCI  
Fortinet NSE 1  
Fortinet NSE 2

### TECHNICAL SKILLS & QUALIFICATIONS

- Cloud Infrastructure – Proficient in deploying and maintaining Citrix virtualized environments using Nutanix, including server and virtual machine setup and lifecycle management.
- Systems Support (Virtual & Physical) - Extensive experience troubleshooting all versions of Windows OS, installing and removing hardware/software, and managing both physical systems and Citrix-based virtual environments.
- Remote Access Technologies – Proficient with remote access tools including Citrix, VPN, and other industry standard remote connections. Experienced in MFA token configuration and support.
- Cybersecurity – Skilled in account management, lockout resolution, password resets, user education on IT security practices, antivirus/malware remediation, and drive encryption. Also experienced with email security tools such as Barracuda and Exchange filtering.
- Application Support – Strong experience supporting Microsoft Office suite, industry-standard software, and custom-built company applications.
- Network Infrastructure – Knowledgeable in routing and switching, with hands-on experience using Fortinet and Cisco appliances.
- Microsoft 365 Administration – Experienced in managing Microsoft 365 services, including user accounts, licensing, Exchange mailboxes, multi-factor authentication,, device assignments, Intune, and Entra ID (formerly Azure AD).
- Active Directory – Proficient in user and group account management, distribution and security group configurations, password resets, and access control.
- Exchange Administration – Skilled in managing Office 365 Exchange mailboxes within hybrid Exchange environments, including setup and support.
- Mobile Device Management – Experienced in configuring and supporting both corporate and bring your own mobile devices, mobile application deployment, and troubleshooting across various platforms.
- Incident Management – Strong experience in handling both major and minor incidents, managing high volumes of support tickets, effective multitasking, inter-team communication, and documenting escalated issues requiring specialized support.

## **PROFESSIONAL EXPERIENCE**

### **Lone Star Legal Aid - Houston, TX – 3/2023 - 6/2025**

#### **Network Systems Administrator**

- Provide tier II and III support for the Help Desk in situations where technicians cannot remedy issues within a reasonable amount of time or lack the necessary access or skillset to provide a solution.
- Train Help Desk technicians on support techniques for new and existing software and/or hardware as needed.
- Create and maintain Citrix servers and virtual machines in the Nutanix environment.
- Restore deleted or moved files.
- Investigate and whitelist email that was inadvertently blocked or deferred for delivery by Barracuda email protection system. Ensure that verified spam is blacklisted.
- Create and maintain Active Directory accounts.
- Create and maintain Exchange mailboxes in Office 365 hybrid environment.
- Create and maintain voice accounts for Fortivoice. Troubleshoot and remedy user phone issues.
- Support Technical Services Director as needed for deploying servers, rebuilds, software maintenance, hardware installation and maintenance.
- Support IT Director as needed for special projects and tasks.
- Visit field offices for site visits to include equipment counts, hardware swap and/or maintenance.
- Arrange for e-waste disposal following organization policies and procedures.

### **Lone Star Legal Aid - Houston, TX – 7/2019 – 3/2023**

#### **Technical Support Analyst**

- Provided tier I and II support via tickets and support email and perform break/fix operations for 300+ employees.
- Created and maintained Active Directory accounts.
- Created and maintained Exchange mailboxes.
- Created and maintained Fortivoice phone accounts.
- Provided guidance for IT related policies and procedures to employees.
- Supported IT Directors and Network Administrator with assistance in special projects and tasks.
- Develop knowledge base articles for self-service use by employees.

### **JPMorgan Chase - Houston, TX — 3/2017 – 4/2019**

#### **Technical Operations Analyst, Global Service Operations**

- Tiers I & II support for a 200,000+ client base for physical laptops, desktops and virtual machines. Tiers I & II support for 1,000+ in-house and 3rd party applications. Routed tickets that could not be resolved by technicians to proper teams.
- Troubleshoot client issues for clients connecting to the network via Remote Connect, including hardware, software and RSA token issues; and Citrix Receiver issues for Remote Connect.
- Reviewed client Active Directory account through Dell Active Role Search, and removed/added group memberships for software, network drives, and Remote Connect access. Assisted with Active Directory, single sign on password unlocks and resets.
- Trained clients for self-service support of passwords, shared mailbox access, application requests, hardware requests, mobile phone support and apps, technology costs, and physical and virtual desktop operation.
- Supported company and BYOD mobile devices and applications used on iOS and Android mobile platforms.
- Developed knowledge articles for additions to the knowledge base.
- Educated users on cyber security related procedures, including phishing, spam, malware and virus remediation procedures. Removed malware and viruses using Symantec Endpoint Protection.
- Point of contact for escalation support via Virtual Agent (IPSoft Product).

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### **Southwestern Energy (Contract Through Insight Global) - Houston, TX - 7/2016 - 3/2017**

#### **Service Desk Analyst, BIS**

- Provided Tier 1 application, software and hardware support for 4,000 users. Escalated issues to higher tier support as needed. Reported critical incidents to upper management and follow proper incident management protocols.
- Reset passwords, unlocked accounts, and managed and researched accounts in Active Directory. Provided Bitlocker recovery keys, as needed. Assigned tokens, managed users and troubleshoot issues within RSA soft token application
- Worked with team members in improving Service Desk procedures, troubleshooting techniques and customer service. Created and published knowledge base articles for troubleshooting and break / fix procedures.
- Educated users on cyber security related procedures, including phishing, spam, malware and virus remediation procedures. Removed malware and viruses using Trend Micro.
- Used AirWatch to manage and troubleshoot applications installed on company and BYOD devices.

### **Key Energy Services - Houston, TX - 10/2015 - 1/2016**

#### **Service Desk Analyst I, IT Department**

- Identified and resolved hardware or software issues, determining solutions and providing technical support as appropriate. Referred escalation issues and incidents or problems to the appropriate analyst or IT specialist for handling. Performed diagnostic and other applicable test on hard drives, and video cards; and contacted the proper vendor or manufacturer for repair or replacement.
- Configured or reconfigured new or current laptops / desktops to be deployed into the field or redeployed to other users, or when necessary due to OS corruption.
- Created, modified and terminated accounts in Key applications and Active Directory. Performed account unlocks and password resets. Created security and distribution groups. Created or updated Exchange mailboxes.
- Maintained inventory of electronic devices currently under Legal Holds. Completed Chain of Custody Forms, photographed devices, removed hard drives and prepared devices for reuse within the company. Prepared forensic images of company iPads and iPhones using Lantern software on a Macintosh computer. Cloned hard drives as needed using Voom Hardcopy hardware.

### **Key Energy Services - Houston, TX - 5/2008 - 10/2015**

#### **Senior Records Coordinator, Legal Department**

- First point of contact for the department regarding laptop and desktop issues.
- Installed and troubleshoot hardware, software and peripherals. Troubleshoot networked and locally connected printers. Assisted with office moves and setup computing equipment.
- Escalated issues that needed escalated privileges or those that required additional troubleshooting to the Help Desk.

### **MILITARY SERVICE**

**United States Army, Infantry - 1996 - 1999**

**Ft. Campbell, Kentucky - 1st Brigade, 3rd Battalion, 327th Infantry Regiment**

Veteran with Honorable Discharge

### **EDUCATION**

**Houston Community College - May 2016**

**Associate of Applied Science with Honors**

Computer Systems, Networking & Telecommunications - Cyber Security