

Michael Hill

NETWORK SYSTEM ADMINISTRATOR

(832) 875-7807

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Chicago, IL 60618

SUMMARY

IT professional with 10+ years in end-user support. Proven expertise in Windows environments, Citrix virtualization, Active Directory, and Office 365 environments. Fast learner with strong problem-solving skills, motivated to expand technical skillset, and grow in IT infrastructure and systems administration.

TECHNICAL SKILLS & QUALIFICATIONS

- Cloud Infrastructure
- Systems Support (Virtual & Physical)
- Remote Access Technologies
- Cybersecurity
- Application Support
- Network Infrastructure
- Microsoft 365 Administration
- Active Directory
- Exchange Administration
- Mobile Device Management (MDM)
- Incident Management
- Documentation & Knowledge Management
- VOIP (Fortivoice & RingCentral)
- Citrix VDI
- Nutanix

PROFESSIONAL EXPERIENCE

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

Network Systems Administrator

- Delivered Tier 2 and 3 escalation support via Freshservice ticketing system for, advanced laptop/desktop support, printers, and virtual machine support for 300+ staff.
- Created, deployed, and maintained Citrix servers and virtual machines in a Nutanix environment.
- Managed Active Directory, Microsoft 365 accounts, Exchange mailboxes (Office 365 hybrid). Managed user accounts and deskphones in Fortivoice and RingCentral phone systems.
- Assisted employees with mobile device management (MDM) enrollment issues on Android and iOS devices.
- Diagnosed and resolved complex Barracuda email filtering issues while maintaining blacklist/whitelist integrity.
- Remediated virus and malware incidents using Foriclient EMS.
- Verified and tested backups via Hycu.
- Assisted with basic network troubleshooting for Fortinet switches, gateways, wireless access points, LANs and WANs. Monitored 3rd party NOC alerts for network issues. Escalated major issues to the Technical Services Director and supported restoration efforts.
- Supported the Technical Services Director and IT Director in infrastructure deployments, server rebuilds, and hardware upgrades.
- Trained Tier I Help Desk technician on evolving tools and troubleshooting procedures.

CERTIFICATIONS

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

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
Computer Systems, Networking
& Telecommunications - Cyber
Security

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PROFESSIONAL EXPERIENCE (CONTINUED)

- Conducted field visits for site audits, hardware maintenance, and office-wide equipment refreshes.
- Ensured compliant e-waste disposal following organizational policy and best practices.

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

Technical Support Analyst

- Provided tier 1 and 2 support to 300+ staff for computers, virtual machines, printers, A/V equipment and applications via ticketing system and email.
- Managed user accounts in Active Directory, Exchange, and Fortivoice.
- Remediate issues with Android and iOS devices.
- Remediated virus and malware incidents using Cisco AMP and Forticlient EMS.
- Assisted senior IT staff with infrastructure projects and technical rollouts.
- Authored knowledge base articles to enable staff self-service and reduce ticket volume

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

Technical Operations Analyst, Global Service Operations

- Delivered global tier 1 and 2 support to 200K+ users for desktops/laptops, virtual machines, and 1,000+ applications. Resolved connectivity and authentication issues including RSA token, VPN, Citrix Receiver, and SSO.
- Administered Active Directory group access, password resets, and account permissions using Dell Active Roles.
- Supported iOS and Android mobile platforms (corporate and BYOD) via enterprise mobile device management (MDM) tools.
- Authored and updated technical knowledge base entries to support operational efficiency..
- Provided cybersecurity guidance and performed malware removal using Symantec Endpoint Protection.

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

Service Desk Analyst, BIS

- Provided Tier I support via ServiceNow for 4,000 users and escalated critical incidents per ITIL.
- Administered mobile device management (MDM) and troubleshooting through AirWatch.
- Created and maintained internal documentation and knowledge base content.
- Performed malware detection and remediation using Trend Micro tools.