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|  | Joe Oliveira  Roseburg OR  joeoliveira89@gmail.com  (541) 246-0466  WWW: joexv.github.io | cheesiest.dev  WWW: linkedin.com/in/joe-oliveira/  Education  Bachelor of Science  in Game Design  FullSail University, Winter Park, FL  Graduated May 2025 | 3.77 GPA  Skills   * Windows Server * Active Directory * Linux (RedHat, Debian), * Group Policy * File Services * VMware vSphere, ESXi, vCenter, Hyper-V * Server Imaging, Backup & Disaster Recovery * Virtualization Infrastructure (SAN, NAS, RAID) * PowerShell, Bash, .NET, SQL * Office 365, SharePoint, Exchange * Network Configuration, VLANs, Switch/Router Setup * OLCC Compliance, * Patch Management, * Endpoint Security * Monitoring & Diagnostic Tools * Ticketing Systems (Jira, Freshservice) * Asset Management   Soft Skills   * Clear written and verbal communication * Executive and client-facing professionalism * Fast, independent problem-solving * Project planning and field deployment * Training and onboarding end users and junior staff * Strong time management in high-pressure settings * Comfortable in 24/7 support environments * Adaptive across enterprise and field work * Detail-oriented documentation habits * Collaborative with cross-functional teams   Certifications   * CompTIA A+ * CompTIA Server+ * CompTIA Security+ * Microsoft AZ-900 * Apple Certified Help Desk Specialist * Apple Certified Technical Coordinator * AWS SAA * Dell & HP Server |  |  | Professional Summary  Systems-focused IT pro with 10+ years deploying secure, compliant infrastructure for government agencies and private clients. Comfortable working solo in the field or as part of a high-speed ops team. Trusted to manage full server lifecycles, from hardware replacement to AD/DNS setup — with zero downtime.  Work History  IT Consultant / Systems Engineer  *IT Consultant / Systems Engineer, Oregon | April 2018 - Current*   * Company Overview: VA, USDA, Wells Fargo, Local Businesses * Replaced end-of-life servers and switches at USDA field offices with full on-site setup (AD, DNS, DHCP, file sharing, VLAN). * Designed and deployed secure network solutions tailored to each client's regulatory and operational needs. * Worked independently in remote environments to complete installations and ensure zero user disruption. * Collaborated with federal and private-sector IT teams to ensure compliance and long-term maintainability. * Completed deployments ahead of schedule and under budget while maintaining full-service continuity. * Created service level agreement for IT operational functions and help desk operations. * Discussed project progress with customers, collected feedback on different stages and directly addressed concerns.   Owner / Systems Administrator  *HPD Computer Repair, Roseburg, OR | February 2015 - Current*   * Built and managed small-business IT services for over 300 clients, offering full-stack administration, including Windows Server environments, VMware deployments, and network security. * Developed in-house automation scripts and infrastructure tools for local companies. * Regularly deployed servers, performed backups, and maintained system health with zero critical downtime. * Trained staff and clients on secure IT practices and software usage. * Created reporting systems to communicate operational progress clearly to stakeholders. * Managed day-to-day business operations.   Contracted System Administrator  *FX420, Roseburg, OR | November 2018 - November 2019*   * Maintained 24/7 uptime of OLCC-regulated infrastructure. * Deployed system-wide updates, automated backup solutions, and documentation processes. * Troubleshot register and surveillance systems under strict compliance guidelines. * Designed internal tools for inventory tracking and access control. * Installed important security and functionality patches to maintain optimal protections against intrusion and system reliability. * Drove continuous improvement of IT governance processes.   Sales Manager / Genius Bar Lead  *Simply Mac, Eugene, OR | September 2017 - August 2018*   * Oversaw a high-volume repair and sales floor with a technical focus. * Managed and trained a tech support team handling 400+ weekly tickets. * Achieved top 10 company-wide sales rank while maintaining device turnaround.   Field Engineer  *Fujitsu America, Oregon*|*February 2017 - August 2017*   * Provided enterprise-level break/fix support across 200+ client locations. * Supported backend server hardware, kiosks, and ATMs on-site. * Completed jobs under tight SLAs and managed travel logistics independently. * Applied expertise in comprehensive root cause failure analysis. * Served as liaison between site engineering team and field to coordinate work in accordance with design and construction documents. |  |

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