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|  | Joe OliveiraRoseburg ORjoeoliveira89@gmail.com(541) 246-0466 WWW: joexv.github.io | cheesiest.dev WWW: linkedin.com/in/joe-oliveira/ EducationBachelor of Science in Game DesignFullSail University, Winter Park, FL Graduated May 2025 | 3.77 GPASkills* 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 SummarySystems-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 HistoryIT 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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