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

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.

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

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.