

Winston Jordan

Agent for Change | Innovation Trailblazer | AI Enthusiast | Systems & Infrastructure Specialist
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SUMMARY

Results-driven IT professional with 10+ years of progressive experience in system administration, infrastructure management, and technical support. Skilled at building, securing, and optimizing IT environments that improve performance, reliability, and compliance. Adept at leading end-to-end IT projects---from planning and design through implementation and support---while maximizing resources and controlling costs.

EXPERIENCE

Alabama Board of Medical Examiners

August 2022 - Present

IT System Administrator - Montgomery, AL

Lead all IT operations for a Microsoft-centric state agency serving 55 employees, driving a comprehensive modernization effort across infrastructure, security, cloud, and end-user support.

- Retired legacy Windows Servers and migrated critical services to supported platforms for improved reliability.
- Installed dual firewalls with a backup ISP for full network redundancy, and deployed VLAN segmentation and public Wi-Fi isolation for improved security.
- Hardened firewall configurations: closed unused ports, deployed VPN with SSO & MFA, and implemented network monitoring and reporting.
- Deployed Microsoft M365 E5 Security features to strengthen identity, device, and data protections across the agency.
- Standardized Microsoft licensing per-user, migrated shared mailboxes, and established account cleanup procedures for unused and redundant accounts.
- Integrated SSO for key applications including Govenda, FortiVoice, Avigilon, and ThoughtSpan.
- Implemented offsite backups and configured backup switches and UPS systems to support the agency's disaster recovery plan.
- Implemented a new FortiVoice VoIP phone system, eliminating the legacy system, automating switchboard functions, and configuring call rollover to improve caller routing.
- Designed and deployed an Adobe Learning Management System (LMS) from the ground up; built and published courses using Adobe Captivate and earned Adobe Professional Certification.
- Deployed new laptops to all staff and iPads to board members, managed via Microsoft Intune for security, compliance, and lost/stolen device tracking.
- Removed unnecessary vendor agreements (Sentinel, TeamViewer, CrashPlan) and deployed PDQ Connect for remote management, reducing costs while improving functionality.
- Established cross-agency data-sharing initiatives for DEA, NPI, and PDMP records to improve physician record accuracy.
- Automated common IT functions via GPOs and scripts: mapped drives, printers, and remote desktop access.
- Conducted firewall policy and vulnerability reviews and delivered IT security training to staff.
- Evaluated, procured, and led the agency-wide replacement of the existing CRM platform with ThoughtSpan; currently serving as Product Owner, driving adoption and ongoing enhancements.
- Introduced an Azure-hosted web application leveraging a ChatGPT instance to enable intelligent querying of decades of legacy records, legal cases, and agency data - delivering actionable analysis and dramatically reducing research time.

Alabama Department of Examiners of Public Accounts

October 2020 - August 2022

IT System Administrator - Montgomery, AL

Overhauled IT infrastructure for 185 employees, modernizing outdated systems and eliminating reliance on other state agencies.

- Designed and implemented VMware Horizon VDI on Dell VxRail from the ground up, migrating 97% of users to the VDI solution.

- Migrated the Microsoft 365 tenant out from under another government organization, including full email migration.
- Configured Azure MFA SSO for applications to improve user experience and strengthen security.
- Implemented network redundancy from ISP to Horizon server, maximizing uptime for 100+ remote users.
- Implemented a cloud-based disaster recovery solution using AWS off-site backups and Dell Data Domain.
- Deployed HA FortiGate firewalls with redundant ISPs to maximize uptime.

Alabama Department of Rehabilitation Services

April 2018 - October 2020

IT System Administrator - Montgomery, AL

Supported 900 users across 26 offices via Track-IT, remote tools, and on-site visits.

- Managed a Citrix VDI environment utilizing WYSE thin clients and Chromebooks for remote work.
- Deployed an SCCM environment to facilitate Windows 7 to Windows 10 migrations across all devices.
- Supported 24 office locations across the state of Alabama.
- Provided tier 2 support for local technicians as needed.

Alabama Law Enforcement Agency

July 2015 - March 2018

IT Systems Technician - Montgomery, AL

Provided technical support for 1,300 agents and staff across 300+ locations.

- Provided critical desktop support to 1,300+ users (600 law enforcement officers, full-time remote) across Alabama.
- Created 5-year device replacement plans: tested, procured, and deployed new end-user hardware.
- Supported public safety equipment in over 100 physical locations.
- Deployed laptops and desktops for 600+ officers and supported law-enforcement-specific software.

Tri County Computer Repair LLC

November 2011 - February 2018

Business Owner - Montgomery, AL

Founded and operated a managed IT services business serving local businesses in the Montgomery area.

- Performed managed IT services for local businesses, including Office 365 and Active Directory environments.
- Built custom PCs to order and performed hardware repairs (hard drive failures, broken screens, etc.).
- Managed client relationships and delivered hands-on technical support across a range of industries.

EDUCATION

Associate of Applied Science in Computer Information Systems

Trenholm State Community College

Graduated with a 4.0 GPA - Dean's List

Graduated 2017

CERTIFICATIONS

Adobe Certified Professional - Adobe Captivate

Adobe | Issued October 2024 | Expires October 2026

CompTIA A+

CompTIA | Issued 2016

Eagle Scout

Boy Scouts of America | Issued 2008

SKILLS

Platforms: Windows Server 2012-2022, VMware ESXi/vSphere, VMware Horizon VDI, Windows 10/11, MacOS, Chrome OS

Cloud & SaaS: Microsoft 365, Azure AD & MFA, Intune, SharePoint Online, Exchange Online, OneDrive, Teams, AWS, Druva

Backup

Hardware: Dell Servers & VxRail, Fortinet (FortiGate, FortiSwitch, FortiAP, FortiVoice), Cisco/Ruckus Networking, Tegile & Dell SAN

Software: Active Directory, Group Policy, PowerShell, Office Suite, Track-IT, Avamar, Citrix, WYSE, Adobe Captivate

Security & DR: MFA/SSO, Firewall HA Pairs, VPN, SD-WAN, Backup/Restore, Business Continuity Planning

PROJECTS

IT Done Right - AI-Built Resume Site

Designed and shipped a fully functional, production-grade interactive resume website from scratch - with zero prior coding experience - using Claude AI as a collaborative development partner.

- Built with Next.js 14, TypeScript, and Tailwind CSS; deployed on Vercel with a custom domain.
- Integrated OpenAI gpt-4o-mini to power an 'Ask My Resume' AI chat widget trained on resume content.
- Implemented CI/CD workflow via GitHub pull requests with automatic Vercel deployments on merge.
- Featured as a live demonstration of AI-assisted development and modern IT infrastructure skills.

Pumpkin Pi - IoT Home Monitoring System

A Raspberry Pi-powered home automation and monitoring project inspired by the Marauder's Map from Harry Potter - a real-time dashboard that tracks activity and presence across the house, nicknamed 'the pumpkin house.'

- Built on Raspberry Pi with Arduino sensors for room-level presence and environmental monitoring.
- Designed to provide a live, map-style view of household activity - who's home, which rooms are active, and environmental conditions.
- Demonstrates hands-on IoT skills including hardware integration, sensor data collection, and home network configuration.
- Personal project applying enterprise infrastructure thinking (monitoring, alerting, uptime) to a home environment.

VMware Horizon VDI Deployment

Led end-to-end design and implementation of a VMware Horizon VDI environment on Dell VxRail for the Alabama Department of Examiners of Public Accounts, enabling secure remote work for 185 employees.

- Migrated 97% of users from physical desktops to a fully virtualized environment.
- Deployed across two vSphere environments plus one hyper-converged Dell VxRail cluster.
- Implemented network redundancy from ISP to Horizon server to ensure zero single points of failure.
- Reduced hardware costs and enabled seamless remote work capabilities statewide.

Microsoft 365 Tenant Migration

Planned and executed a full Microsoft 365 tenant migration for a state agency, separating their environment from another government organization with zero data loss.

- Migrated all email, SharePoint, OneDrive, and Teams data to a new sovereign tenant.
- Configured Azure AD, MFA, and SSO for all applications post-migration.
- Minimized downtime through careful cutover planning and staff communication.

FortiVoice Phone System Deployment

Implemented a FortiVoice VM-200 VoIP phone system for the Alabama Board of Medical Examiners, replacing legacy hardware with a modern, software-defined solution.

- Deployed FortiVoice with soft clients for desktop and mobile use.
- Configured policy-based routing to ensure call reliability and redundancy.
- Provided staff training and documentation for the new system.

Azure AI Document Intelligence Platform

Migrated decades of on-premises file server records to Azure Blob Storage and deployed a Retrieval Augmented Generation (RAG) AI solution - based on the Microsoft PubSec Information Assistant reference architecture - enabling intelligent, citation-backed querying of legacy agency documents.

- Ingested on-premises file server content into Azure Blob Storage, building a structured document repository for AI indexing.
- Deployed Azure AI Search with an enrichment pipeline that chunks documents, generates embeddings, and builds a searchable index.

- Leveraged Azure OpenAI (GPT-4) to power a conversational interface that grounds responses in agency records with source citations.
- Enabled staff to query decades of legacy records, legal cases, and agency data in seconds - dramatically reducing manual research time.
- Built on the Microsoft PubSec Information Assistant open-source architecture, adapted for the agency's on-premises-to-cloud data migration.

Cloud-Based Disaster Recovery

Designed and implemented a cloud-based disaster recovery solution to protect critical state data and ensure business continuity.

- Implemented AWS off-site backups integrated with Dell Data Domain for on-premises deduplication.
- Established recovery time and point objectives aligned with agency compliance requirements.
- Documented runbooks and tested recovery procedures to validate the solution.