### **Winston Jordan**

Capitol Complex. IT Specialist | Systems & Infrastructure

#### Skills

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

Cloud & SaaS: Microsoft 365, Azure AD & MFA, Intune, SharePoint Online, Exchange Online, OneDrive, Teams, Results-driven Topofessional with 10+ years of progressive experience in system administration, introduced by the control of the control of

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

### IT Specialist - Alabama Board of Medical Examiners A. Montgomery, AL

2022-01 - Present

Manage daily IT operations for a Microsoft-centric environment serving 55 employees.

- Provide desktop support, M365 administration, Fortinet firewall/switch/AP management, and Intune device management (iPads, iPhones, laptops, desktops).
- Implemented FortiVoice VM-200 phone system with soft clients and policy-based routing to ensure call reliability.
- Support development and security of internal portals (Licensure, Enforcement, Complaint, and Licensee Gateway).
- Build reports, automate workflows, and ensure system uptime and security compliance.
- Deliver personalized service and training to staff, bridging technical needs with business goals.

# System Administrator - Alabama Department of Examiners of Public Accounts Â-Montgomery, AL

2020-01 - 2022-01

Overhauled IT infrastructure for 185 employees, modernizing outdated systems and eliminating reliance on other state agencies.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, enabling secure remote work and reducing hardware costs.
- Configured Azure MFA SSO for applications to improve user experience and strengthen security.
- 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.
- Provided staff training on new systems and managed Microsoft licensing.

## System Administrator - Alabama Department of Rehabilitation Services Â- Montgomery, AL 2018-01 - 2020-01

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

- Led migration from Windows 7 to Windows 10 across Citrix VDI and physical devices.
- Performed server, network, and inventory administration for statewide operations.

### IT Systems Technician - Alabama Law Enforcement Agency Â. Montgomery, AL

2015-01 - 2018-01

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

- Created device lifecycle process to ensure hardware reliability.
- Deployed laptops and desktops for 600+ officers and supported law-enforcement-specific software.

### Technician - Black Tye LLC Â- Montgomery, AL

2014-01 - 2015-01

Installed and supported A/V systems, access control, alarms, and security cameras for the Alabama State