

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

BME Internal AI - Enterprise AI Solutions

Designed and deployed a fully on-premises, agency-controlled artificial intelligence system for the Alabama Board of Medical Examiners. Built on enterprise-grade hardware with vector search, document ingestion pipeline, and Active Directory integration - enabling secure, compliant AI capabilities with zero external API calls.

- Enterprise hardware: Dell Pro Max Tower T2 with Intel Core Ultra 9 285 (24 cores, 5.6 GHz), NVIDIA RTX PRO 6000 Blackwell (96GB GDDR7), 128GB DDR5 RAM, dual 2TB NVMe RAID 1.
- AI stack: Ollama (open-source LLM inference), Gemma 4 31B (Google's flagship model, 256K token context), Qdrant vector database (14,784 documents indexed, 152,000+ chunks with PII detection).
- Security & integration: HTTPS via self-signed certificates, Active Directory LDAP authentication, Open WebUI with role-based permissions, Nginx reverse proxy, full encryption in transit and at rest.
- Document ingestion: Custom Python pipeline with Docling (PDF/OCR), Microsoft Presidio (PII detection), nomic-embed-text vectorization, running 4 workers during off-hours, 1 during business hours, fully resumable via SQLite checkpoint.
- Regulatory compliance: Hard limits on probable cause determinations, charging decisions, adjudications. System prompt enforces BME AI Use Policy, OIT compliance, and work product attribution automatically.

Azure AI Document Intelligence Platform

Migrated decades of on-premises file server records to Azure and deployed a Retrieval Augmented Generation (RAG) solution 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.

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.

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.

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.