

Ethan M. Edwards

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SYSTEMS ADMINISTRATOR | INFRASTRUCTURE | CLOUD SUPPORT

IT professional with hands-on experience supporting hybrid environments, AWS infrastructure, and endpoint management. Proven ability to troubleshoot complex systems, execute production-safe changes, and build self-hosted infrastructure to expand enterprise-level skills.

TECHNICAL SKILLS

Infrastructure & Cloud:

AWS (EC2, WorkSpaces, VPN), Windows Server, Linux, Virtualization (Proxmox VE)

Identity & Endpoint Management:

Active Directory, Microsoft Entra ID, Intune, Group Policy, Dynamic Groups

Monitoring & Management:

Kaseya VSA, NinjaOne, Meraki, GoverLAN, Jira

Containerization & Automation:

Docker, Portainer, n8n

Networking:

TCP/IP, DNS (troubleshooting), DHCP (reservations), VPNs, Tailscale

PROFESSIONAL EXPERIENCE

Hydromax USA – IT Support Specialist II

Louisville, KY • 2021 – Present

- Assisted in recovery of company infrastructure following ransomware incident, restoring operations within 72 hours
 - Performed controlled maintenance on production systems including server patching and updates under change management constraints
 - Executed backup and recovery procedures using AWS EC2 snapshots to support rollback and system resilience
 - Deployed and supported AWS environments including EC2 instances, WorkSpaces, and VPN connectivity
 - Administer hybrid identity environment across Active Directory and Microsoft Entra ID (user provisioning, access control, policy enforcement)
 - Administer RMM platform (Kaseya VSA) for endpoint monitoring, patching, and remote management
 - Troubleshoot system, network, and performance issues across multi-site environments
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Gray Construction – Desktop Support Technician

Lexington, KY • 2022 – 2023

- Supported ~500 users in hybrid Azure AD / on-prem Active Directory environment
 - Resolved 30–40 tickets daily while maintaining SLA targets
 - Deployed and configured endpoints, mobile devices, and user environments
 - Assisted with imaging and deployment using FOG (Linux-based imaging solution)
 - Provided onsite support and technical training across multiple locations
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TECHNICAL PROJECTS

Homelab Infrastructure & Systems Lab (Active Development)

- Designed and deployed virtualized infrastructure using Proxmox VE hosting VMs and LXC containers
 - Built and maintained containerized application stack using Docker and Portainer
 - Deployed and managed services including monitoring (Netdata, Uptime Kuma), automation (n8n), and home automation (Home Assistant)
 - Configured secure remote access and mesh networking using Tailscale
 - Currently building Windows Server lab environment to simulate enterprise infrastructure, including:
 - Active Directory Domain Services (AD DS)
 - DNS and DHCP configuration
 - Group Policy management and domain-joined client systems
 - Perform system rebuilds, backup testing, and failure recovery scenarios to validate reliability
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EDUCATION & CERTIFICATIONS

A.S. Computer Science – Bluegrass Community & Technical College

CompTIA: A+, Network+, Security+

Kaseya Licensed Administrator (KLA) – 2024