Albert Schultz
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Network and Systems Administrator

Network and Systems Administrator with 7 years of experience in troubleshooting and supporting small to large IT environments for various businesses ranging from K12 to Defense Contractors. US Citizen and E-verified to work. Obtained a Security+ and ISC Certified in Cyber-security (CC) certificate and utilized security concepts in work environments to ensure business' computer systems were secured and up to date. Worked with Microsoft Azure/Amazon Web Services (AWS) IaaS as well as Microsoft Intune Mobile Device Management (MDM) with emphasis in IT assets management and deployments. Exposed and worked with SAP Enable Now Instant and Content Producer to create easy-to-follow documentations and trained users on non-SAP systems such as Microsoft SharePoint to windows applications that clients run into while working on their computers. Exposed and worked with various MDM such as Microsoft Intune and Apple Mosyle MDM solutions for managing Apple devices to Windows devices. Worked heavily with Linux and windows systems. Skilled in PowerShell/Python/Ansible (YAML) scripting to efficiently manage servers and endpoints across the enterprise.

Certifications

Security+ CE Certificate
CompTIA – 06/2023 to 06/2025

SAP ERP 6.0 Business Associate Certificate
SAP – 06/2016

Certified Cyber Security Certificate
ISC^2 – 08/19/2024

FedVTE Certificate for Linux Operating System Security Certificate
Federal Virtual Training Center – 05/2023

FedVTE Certificate for Windows Server Operating System Security Certificate
Federal Virtual Training Center – 08/2024

Appian Certified Associate Developer Certificate
Appian – 09/05/2022 – 03/05/2024

Education

Bachelor of Science in Computer Information Systems
Valley City State University – Valley City, ND from 09/2016 to 05/2018

Associate of Science in IT System Administration
North Dakota State College of Science – Wahpeton, ND from 09/2013 to 05/2015

Work Experience

ABM Technology Group – Fargo, ND – FTE from 05/2024 to Present
Escalation Support Engineer
• Custom create Security Technical Implementation Guides (STIG) PowerShell scripts and tested the STIG custom scripts prior to deployment to endpoints and servers on both customer and internal environments to increase cyber-security posture.
• Managed and built out the IT Glue Knowledge Management (KM) repository to ensure that the helpdesk teams have updated tutorial articles to best assist their clients.
• Managed various ESXi Hosts and the Windows Server VMs for various customers' infrastructure environments and ensured that they were secured and up to date.
• Managed and resolved cyber-security incidents for internal and external clients using Sentinel One and Huntress SaaS applications.
• Utilized Remote Management (RMM) tool to deploy updates/configurations to endpoints and servers using PowerShell scripts to quickly and efficiently manage systems in a short period of time with required updates and programs to patch vulnerabilities.
• Proactively assisted clients over out-of-business hours during on-calls to permanent resolutions to ensure that they can get to business quickly.
• Provided Tier 1 and Tier 2 support to MSP external and internal end-users.
• Handled clients' Microsoft 365 Tenant/Entra related issues and configurations to ensure that the M365 Entra tenants were secured and works with on-premises AD using Entra Connectors.
• Became a power-user of both ChatGPT and CoPilot (Prompt Engineering) to get the quality templated test code and test the test PowerShell code in the test VM environment.
• Refined PowerShell code using CoPilot and ChatGPT to ensure that the new codes can be utilized across the enterprise once the revised PowerShell scripts were tested in the VMware test environments.

North Dakota Southeast Education Cooperative – Fargo, ND – FTE from 08/2023 to 05/2024
IT Network and System Administrator
• Reduced time and mistakes of business IT processes by carefully going through the software lifecycle to deployment of the ND SEEC IT Inventory Appsheet Application to easily scan and assign assets to internal employees.
• Reduced IT inefficiencies of resolving issues by email and phone by proposing ITSM SaaS Software to the implementation of the Jira Information Technology Service Management (ITSM) business IT application that streamlined the IT ticket triage processes electronically with paper trails.
• Managed K12.ND.US domain-joined laptops through Microsoft Azure Intune and provisioned required programs, shortcuts, and scripts needed to efficiently prepare new and existing computer systems for business use based on the least privileged security model.
• Replaced and repaired computer systems as needed to ensure that business runs smoothly along with updating the IT Asset Management custom application (Appsheet).
• Managed Azure VMs, provided administrative and troubleshooting support for the cloud and on-premises computer systems to ensure that there were no disruptions within the business.
• Managed Apple devices through Apple Configurator, Mosyle MDM, and Microsoft Intune for ease of flexibility of IT support for end-users.
• Built-out the Atlassian Jira Confluence Knowledge-based database and added new Confluence IT solutions and tutorial articles as new ideas and issues arise.
• Managed back and front-end of the Atlassian Jira Instant to ensure that the help-desk and the Confluence KM are only made available to internal employees to provide self-help of common issues that have been known and added to the IT knowledge base.

- Managed and exposed to Office 365 Administration for K12 email accounts to manage filters, security and Office 365 Groups to efficiently increase productivity and security of the K12 district.
- Continuously updated and added new IT knowledge to Jira Confluence using various knowledge-based templates to ensure consistency of knowledge sharing with non-technical users.
- Documented in Jira Confluence and in Microsoft OneNote of IT activities and changes occurred on Microsoft SharePoint, Office 365 Admin, and Intune to ensure that changes were well documented in case rollbacks were required.
- Managed and resolved computer issues via PowerShell scripts to streamline technical support services.
- Managed and ensured that the company's Confluence to ITSM helpdesk Atlassian web applications run smoothly with proper automation and scripts in place for the agency.
- Automated workflows using Intune and PowerShell scripts for ease of managing the fleet of computers.
- Planned and created Power Apps to automate and reduce time it takes to input entries into the Dataverse databases instead of using Excel workbooks.
- Utilized Power BI reports and dashboards that is pulled from the database in order to provide real-time updates to the Power App embedded Power BI objects.
- Utilized ChatGPT and CoPilot (Prompt Engineering) to get the quality templated test code and test the test PowerShell code in the test VM environment.
- Refined maintenance PowerShell codes using CoPilot and ChatGPT to ensure that the new codes can be utilized across the Windows endpoints via Microsoft Intune MDM once the revised PowerShell scripts were tested on the test VM environment in VMWare workstation.

Groundswell – Fargo, ND – FTE from 04/2021 to 02/2023
Network and Systems Administrator
- Exposed to SAP BASIS to provide SAP Enterprise Resource Planning (ERP) S/4HANA and Linux (Red Hat)/Windows Servers support for the Department of the Navy.
- Provided quick resolutions, support, and SAP/VPN profiles access to internal Groundswell to Herdt's internal team members and properly assigned least privileged accesses based on their required work for the client's expansion in the SAP ERP implementation.
- Maintained several Red Hat and SAP S4/HANA instances between both DEV and QA environments to ensure consistency across all AWS instances to ensure smooth SAP Transportation Management System (TMS) code transports for development, testing (QA) and production environments.
- Reviewed, maintained clear, and concise meetings with the SAP BASIS, Project Management, and Navy Teams to ensure that the SAP project's Ci/CD was best aligned with the client's business goals, which in turn ensured that the SAP ERP project delivery was delivered on time and without technical issues.
- Reviewed and build out test and development Red Hat Enterprise VMs for use with SAP S4/HANA DEV environment for customers and teams to utilize prior to performing transportation from SAP DEV to SAP QA.
- Managed Red Hat Linux Enterprise development servers in AWS to ensure that the Linux server VMs were STIGed (Security Technical Implementation Guide) according to the DoD that matches closely with the production system at the government client's environment.
- Managed AWS SAP instance and optimize performance on the AWS EC2 and database level to ensure effective SAP transactions across the databases and its landscape.
- Performed STIG (Secure Technical Implementation Guide) using DISA's templates for RHEL Linux systems that the SAP S4HANA was installed and managed upon.
- Protected SAP's database information system and ensured that the systems were up to date with the

quality and tested SAP SNOTES and RHEL's tested updates to ensure that the updates do not break the SAP DEV, QA, and Production systems.
• Managed SAP instances in AWS GovCloud and in AWS public cloud (testing) to ensure the SAP S4HANA database and application servers were built to client's specifications with proper settings matched within each t-code.

Pulse Secure – Fargo, ND – FTE (Contract) from 03/2020 to 04/2021
Network Support Engineer
• Trained in providing proper and efficient network engineering support with Pulse Secure clients ranging from small to government agencies that use the Pulse Secure appliances.
• Promptly and efficiently provided the business clients with new Pulse Secure licensing answers to their questions to quickly get their VPN systems up and running.
• Performed troubleshooting with the business clients over phone, email, and remote support to quickly resolve Pulse Secure appliances' CPU, storage, RAM to VPN connectivity related issues that may hinder the businesses' ability to continue to thrive using Splunk log analysis to pull raw data logs to make sense of the root cause of the issues.
• By troubleshooting and providing expert networking support to businesses, the connectivity down events has been reduced significantly and businesses can take their work remotely, which saved them overhead cost.

Microsoft – Fargo, ND – FTE from 06/2018 to 02/2020
Azure Support Engineer
• Trained in providing business world-class support for Azure Virtual Machines (VM) in an Infrastructure-as-a-Service (IaaS) Cloud environments for businesses.
• Performed resolving of several domain topics within the Azure IaaS realm and not limited to the following: connectivity issues such as RDP, SSH, and network between customers' on-premises to Azure Cloud resources.
• Went over the issues with the customers regarding Azure Virtual Machine (VM) related issues such as RDP, SSH and networking.
• By providing expert customer and technical support to businesses around the world, their business solutions were quickly up and running in Azure without further critical downtimes and loss of productivity.

Skills

Active Directory Management (7+ years), Atlassian Jira BitBucket (2 years), Atlassian Jira Confluence Knowledge Management (5 years), Atlassian Jira ITSM (3 years), Atlassian Jira Trello (5 years), AWS IaaS (5+ years), Azure IaaS (5+ years), Azure PaaS (3+ years), DevOps (1+ years), GitHub (3+ years), Git RCS (1+ years), Google Cloud Platform (GCP) (1+ years), Jupyter Notebooks (2+ year), Linux Security Hardening (STIG) (3+ years), Microsoft Intune (1+ years), PowerShell Scripting (7+ years), Python (2+ years), R (2+ years), Red Hat Ansible Tower and Ansible Core (3+ years), Red Hat Enterprise (3+ years), Security+ Practitioner (3+ years), SQL (1+ years), TerraForm IaaC (1 years), VM Snapshots and Backups in AWS and Azure (5+ years), Splunk Enterprise (1+ years), Microsoft Entra ID (3+ years), Microsoft Exchange (3+ years)