


BLAKE HEATH

IT PROFESSIONAL

Dedicated and adaptable Systems Administrator with in-depth knowledge of computer hardware, server management, and network infrastructure. Skilled in troubleshooting, system optimization, and implementing secure, scalable IT solutions. A fast learner and analytical thinker with a strong work ethic, proven leadership as an Eagle Scout, and a commitment to maintaining high-performance systems in dynamic environments.

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 www.blizblaze.net/resume

EDUCATION

Associate Degree in Computer Science

Jun 2010 - August 2012

- Salt Lake City College
- Salt Lake City, Utah

SKILLS

- Network and System Configuration
- Security and Access Management
- Problem Solving and Troubleshooting
- Automation and Scripting
- Communication and Collaboration

CERTIFICATIONS

CompTIA A+

CompTIA Net+

Cisco CCNA (in progress)

CERT (Community Emergency Response Team)

PROGRAMMING

Java

HTML/CSS

Javascript

SQL

BASH

NETWORKING

Windows and Linux Server setup and configuration, AD, Exchange
Linux (Ubuntu | Debian | RHEL/Rocky)
Router/Switch(level 3) installation and configuration
Install/Troubleshoot LAN/WAN connections, DHCP, DNS, NAT, Firewalls
VOIP PBX IP servers, VOIP Phones
Cabling Cat5e, Cat6, Fiber, POTS

WORK EXPERIENCE

Michelin – IS Systems Administrator (TIS-1/L2TS) 2023-2025

Information Security

- IS Implementation (Patching servers/VMware, upgrading OS versions, Network security management)
- Implemented Linux servers into existing cloud infrastructure: Red Hat & Ubuntu servers
- Managed Windows servers (2008R2, 2012, 2016,2019, 2022)
- Managed cloud servers via vmware on premise and remote
- IS Network Security NAC list
- IS Incident response for entire facility

Infrastructure Support, Maintenance, and Implementation, Decommissioning

- Plan implantation of new infrastructure including installation, configuration, reviewing all elements
- Manage Windows Active Directory users (LDAP)
- Manage back up solutions Veeam/Acronis
- Ensure all hardware is secure and functional
- Installation of Hardware, Software, and Services (Acronis, VMware, ColdFusion, SharePoint etc.)
- Implemented secure and efficient new Wi-Fi network for entire campus
- LDAP Domain administration
- Maintain backups, hardware and software to maintain security standards

Database Administration

- Support and troubleshoot Oracle database errors and ensure full functionality

UCC – IT Administrator 2022-2023

- Run day to day IT operations: ensure functionality of all hardware, software, and internet technologies
 - User support -Respond to help desk tickets and resolve hardware/software issues.
 - Assist users with login problems, printer setups, and application errors.
 - Backup & Recovery - Ensure regular backups are completed successfully.
 - Test and maintain disaster recovery plans.

WORK EXPERIENCE CONTINUED

- Maintain and upgrade IT infrastructure, onsite Windows servers and Ubiquiti router, switches, AP's (fiber/copper)
- Maintain records of system configurations, changes, and procedures.
 - Generate reports on system performance, uptime, and incidents.
- Manage cloud services (Barracuda, ConnectWise, Teams, o365, SharePoint, Exchange, Adobe)
- Manage and upgrade VOIP PBX, manage VOIP phones

GeekSquad – On-Site PC Agent

2014 - 2022

- Onsite PC setup, On premises systems diagnostics and troubleshooting
 - Inspect physical components: servers, desktops, laptops, switches, routers, cables.
 - Run POST (Power-On Self-Test) and BIOS/UEFI checks.
 - Use diagnostic tools to test RAM, hard drives, power supplies, and peripherals.
 - Replace or reseat faulty components.
- Network Connectivity Troubleshooting
 - Verify connectivity: ping tests, traceroutes, and checking link lights.
 - Diagnose issues with switches, routers, firewalls, and access points.
 - Resolve IP conflicts, DNS resolution failures, and DHCP issues.
 - Check for bandwidth bottlenecks or unauthorized devices.
- Network device installation including Routers, Network Switches, printers
- Client interactions - communication of service, scheduling client sessions, follow up as needed
- Server Setup (Windows Server 2012-2019)
- Install and upgrade computer hardware and software (Mac/Win/Android/Linux/ChromeOS)
- Peripheral & Device Support
 - Diagnose issues with printers, scanners, monitors, and input devices.
 - Update or reinstall drivers.
 - Test device functionality and connectivity.

Intellisys – Network Engineer

2012-2014

- Program and install CISCO Routers and Switches (2960x, SF300)
- Install, repair, configure, upgrade VOIP Servers and phones (Zultys MX250, Asterisk)
- Troubleshoot WAN/LAN Network infrastructure
- Install Network Infrastructure (Cat5e, Fiber, RG6, P.O.T.S.)

DSI – Software Engineering and DBA Internship

2010 - 2012

- Develop Client Track software, custom reporting tools
- Manage client database design, implementation, and conversion
- SQL server, SQL stored procedures, Software Testing

Heritage Web Solutions – Level 2 Tech Support

2007 - 2010

- Front end Code developer (HTML, CSS, JavaScript, FLASH)
- Troubleshoot/Fix email servers
- Troubleshoot/Fix broken websites
- Setup and Troubleshoot Domain Registrar, DNS and Hosting issues

Tiger Direct – PC Repair Technician / Supervisor

2004-2007

- Diagnose and repair custom or store-bought PC's
- Sell High priced items HDD, RAM, Processors, GPU's, OS's etc.
- Manage Inventory, receive product into inventory