# Bert Stevens

## PROFESSIONAL SUMMARY

Versatile and self-driven Systems Administrator with 18+ years of customer service experience and over 15 years in IT, including supporting and securing environments for 40+ managed service clients. Known for balancing strong technical acumen in Office 365, Azure, Intune, and PowerShell automation with a high-touch, user-focused support style. Proven ability to lead complex migrations, improve security posture, and streamline operations through scripting and process optimization. Recognized for taking initiative, learning independently, and building trust through effective communication and hands-on problem solving.

## SKILLS

Office 365 Management | Azure Configuration | PowerShell Scripting | Intune Device Management | Network Administration | Customer Service

## PROFESSIONAL EXPERIENCE

### Systems Administrator at Sublime Computer Services/The20 MSP (Lebanon, TN) | 2020 – Present

- Managed migrations from various environments into Office 365 for multiple clients.
- Set up and configured Intune device management for PCs and iOS devices, including federating Entra into Apple Business Manager for seamless Office credentials integration.
- Created an Office 365-based setup using PowerShell to ensure consistent configurations across all clients.
- Scripted conditional access rules to streamline their creation, enhancing security and efficiency.
- Increased clients' security scores from the 30s to the 70s by balancing operational needs with security requirements, involving stakeholder input.
- Utilized Microsoft's online training to deepen knowledge of the Office 365 environment.
- Continued to provide high-level systems administration services following the acquisition of Sublime Computer Services by The20 MSP in July 2024.
- Work from home 3.5 days a week, in the office 1 day a week, and onsite for a major client 0.5 day per week.
- Led a project to migrate all users' email to a new username format and domain name using PowerShell scripts, involving extensive email communications with stakeholders, testing, and planning.

### Desktop Support Technician at Sublime Computer Services (Lebanon, TN) | 2018 – 2020

- Worked with 40+ clients setting up new PCs, installing software, and troubleshooting day-to-day issues.
- Increased productivity by creating batch files to configure PCs with Sublime's preferred settings, reducing setup time per PC from 90 minutes to just over 60 minutes.
- Led a project in March 2020 to set up remote work solutions for all clients during COVID-19 restrictions, including VPN and RDP configurations.
- Gained experience in Server 2008, 2012, 2016, and 2019 as well as Windows 10 and Windows 11 operating systems.
- Worked with Meraki, UniFi, and Fortigate firewalls.

### Network Manager at My Home Office | 2002 – Present

- Self-taught in Linux Fedora. Built and managed a home network with both wired and Wi-Fi access.
- Manage servers providing routing, NAT, firewall (iptables), DHCP, DNS, NTP, proxy filtering, Apache web services, and Samba file services.
- Support clients including iOS tablets, iOS phones, Windows 10 laptops and desktops, home automation, and entertainment center.

***Customer Service Agent at Southwest Airlines | 2000 – 2018***
- Provided legendary customer service for missing, delayed, or damaged luggage.
- Utilized resources to resolve claims locally and timely.
- Assisted in new hire training and considered a subject matter expert by peers and leaders.

***Self-Employed Audio Engineer | 1994 – 2000***
- Worked as an audio engineer for studio recording sessions and live sound for concerts and corporate events.
- Recording Engineer/Studio Manager at Word Music | 1989 – 1994
- Managed writer rooms and engineered demo recordings for songwriters.

## EDUCATION

Recording and Live Sound Engineering | Full Sail Center for the Recording Arts (Winter Park, FL) | 1988
Commercial Music with an emphasis in Recording | Memphis State University | 1985 – 1987

## AWARDS & ACCOMPLISHMENTS

**Communication**
- Facilitated enhanced problem-solving for users by going on-site once a month for a major client, addressing minor issues that users wouldn't create tickets for but would bring up during onsite visits.
- Created a PowerPoint presentation at Southwest Airlines proposing savings of over $1,000,000, recognized by corporate leadership.
- Researched, proposed, and managed the installation of equipment for Word Music's recording studio.

**Leadership**
- Responsible for training and leading the desktop support team at Sublime Computer Services as the company expanded.
- Promoted to Systems Administrator to focus 20 hours per week on one client, demonstrating leadership and specialized expertise.
- Facilitated a department-wide proposal at Southwest Airlines for new processes during irregular flight operations, creating two teams: Business Continuity and Irregular Operations.

**Awards**
- Recognized by the Academy of Recording Arts and Sciences for contributions to a Grammy Award-winning album.
- Received two gold records for contributions to major recording artists' albums.