

ROBERT LISH

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SUMMARY

Systems Administrator with 10+ years running Windows server, endpoint, and network environments across in-house, public-sector, and MSP settings — including prior Portland-metro experience. Currently the primary IT contact for a 200-employee company, administering a 225+ device hybrid Windows/Mac environment end to end: identity, endpoints, networking, security, monitoring, and vendor management. Background includes prior IT Manager experience and high-availability infrastructure for 24/7 life-safety and emergency-monitoring operations, plus public-sector work in a CJIS-regulated environment. Known for identifying infrastructure improvements independently and carrying them from evaluation through documented implementation.

TECHNICAL PROFICIENCIES

Identity & Cloud: Microsoft 365, Entra ID, Conditional Access, Windows Hello for Business (Cloud Kerberos Trust), Global Secure Access (Zero Trust), Exchange Online

Servers: Windows Server 2016–2025, Active Directory, Group Policy, DNS, DHCP, RDS/RemoteApp, SQL Server (Kerberos constrained delegation)

Endpoints: Microsoft Intune/Autopilot (zero-touch provisioning), Apple Business Manager, Windows 10/11, macOS/iOS, imaging and deployment

Networking & Firewalls: FortiGate (HA clusters), SonicWall, UniFi wired/wireless, VLAN segmentation, site-to-site and SSL VPN

Security & Physical Systems: Microsoft Defender, Wazuh SIEM, Milestone XProtect surveillance, UniFi Access control

Monitoring & Virtualization: Zabbix, Grafana, Hyper-V, Proxmox VE

Automation & ITSM: PowerShell, Python, ConnectWise ASIO (RMM/PSA/documentation), Jira Service Management, Snipe-IT, network diagramming

Development: Python (Django), C#/.NET 8, PowerShell, SQL, Git/GitLab CI, Docker, PostgreSQL, REST API design

Telephony: Microsoft Teams Phone, 3CX, Asterisk/SIP, Polycom/Logitech conferencing

AI Tooling: Claude, Cursor, Microsoft Copilot, local LLM inference (llama.cpp), Model Context Protocol

PROFESSIONAL EXPERIENCE

Olive & Cocoa — Salt Lake City, UT | **Systems Administrator**

Mar 2025 – Present

- Primary IT contact for a 200-employee e-commerce company; administer a 225+ device hybrid Windows/Mac fleet end to end, including Tier 1–3 support on-site and remote.
- Deployed Windows Hello for Business with Cloud Kerberos Trust across the organization, including hybrid-join remediation and passwordless sign-in for on-prem resource access.
- Administer Windows Server 2022/2025: Active Directory, Group Policy, DNS, DHCP, RDS/RemoteApp, and SQL Server with Kerberos constrained delegation.
- Manage FortiGate HA firewall cluster with multi-ISP failover, UniFi wired/wireless network, VLAN segmentation, and remote access.
- Replaced legacy VPN with Microsoft Global Secure Access, delivering Zero Trust private access to on-prem resources and a better experience for remote staff.
- Manage endpoints via Intune/Autopilot and Apple Business Manager; currently migrating the seasonal workstation pool into Intune to extend zero-touch provisioning across the full fleet.
- Built Zabbix/Grafana infrastructure monitoring and automated recurring administration with PowerShell and Python, including Intune remediation scripting.
- Use Claude and Cursor daily as part of infrastructure work — script and automation development, log and HAR analysis, and troubleshooting complex platform issues.
- Built and shipped an internal equipment checkout system (Python/Django, PostgreSQL, Docker): Entra ID SSO with group-resolved authorization, hardware label printing with an audit trail, and signed acknowledgements storing the exact terms text and a content fingerprint per signature. Test suite grown from 44 to 82 cases, with linting and tests enforced in GitLab CI.

- Built and shipped a Windows self-service application (C#/.NET 8, WPF) letting employees remediate common IT issues without a support ticket or admin credentials, using a standard-user client that delegates privileged work to a LocalSystem service. Packaged and deployed org-wide through Intune.
- Maintain Milestone XProtect video surveillance and UniFi Access physical access control systems.

Platform Accounting Group — Holladay, UT | Systems Administrator

Dec 2023 – Mar 2025

- Supported a multi-office accounting firm across headquarters and satellite locations — servers, desktops, Microsoft 365, and networking.
- Led SonicWall-to-FortiGate firewall migrations across multiple offices including corporate HQ: configuration translation, cutover planning, and VPN re-establishment with minimal downtime.
- Administered Active Directory, Group Policy, and Microsoft 365; managed endpoint deployment, patching, and end-user support through peak tax season.

First Response Inc. — Beaverton, OR | Systems Administrator

Feb 2022 – Oct 2023

- Maintained 24/7 alarm-receiving and camera-monitoring infrastructure for a life-safety central station; reduced system downtime 25% through proactive maintenance and monitoring.
- Migrated the firewall environment from SonicWall to FortiGate; administered AD, Group Policy, Microsoft 365, patching, and endpoint deployment.
- Managed IT asset inventory and lifecycle, cutting unnecessary procurement spend by 15%.

Convergence Networks (MSP) — Portland, OR | Systems Administrator

Mar 2021 – Feb 2022

- Led a three-person service desk team at a Portland-metro MSP, supporting servers, desktops, and networks across dozens of SMB client environments.
- Handled escalations, client onboarding, and direct client communication; worked daily in RMM/PSA tooling for ticketing, remote management, and documentation.

Tooele County — Tooele, UT | Systems Administrator

Mar 2019 – May 2020

- Desktop and server support across county departments, including CJIS-regulated Sheriff's Office and Emergency Dispatch environments.
- Imaging and deployment, Active Directory/GPO administration, software rollouts, and ticket-driven end-user support.

Peak Alarm Company — Salt Lake City, UT | Systems Administrator → IT Manager

Feb 2015 – Mar 2019

- Promoted from Systems Administrator to IT Manager; responsible for IT operations supporting a regional alarm and life-safety company.
- Maintained high-availability infrastructure supporting 12,000+ emergency dispatch panels.
- Performed onsite field service for servers, workstations, and multi-vendor networking (Cisco, Ubiquiti, Fortinet, HPE) across company and customer sites.

INDEPENDENT INFRASTRUCTURE WORK

- Operate a self-built multi-node Proxmox VE environment with VLAN-segmented networking, firewall policy, self-hosted services, and automated backup and snapshot management.
- Run local LLM inference on self-managed hardware (llama.cpp) serving internal tooling — hands-on experience with the compute, memory, and power constraints of on-premises AI workloads.
- Built a Python automation and agent framework exposing infrastructure through Model Context Protocol, with scheduled health checks, Slack alerting, and secured remote access via Cloudflare tunnels.
- Maintain the environment to production standards: credential rotation, CVE triage and patching, monitoring, and written documentation.

CERTIFICATIONS & EDUCATION

Microsoft 365 Certified: Endpoint Administrator Associate (MD-102) • WGU AI Skills Fundamentals Certificate (2026) • CompTIA Security+ • CompTIA Network+ • CompTIA A+

Western Governors University — Responsible Use of AI, Problem-Solving with AI, Applied AI Capstone