Brian J. Watson

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EXPERIENCE

Systems Engineer May 2024 – August 2025

Hy-Vee, Inc., Grimes, Iowa

- Extensive experience administering Windows Server technologies (Active Directory, Azure, DHCP, DNS, FTP/SFTP, Group Policy, IIS, M365, MECM, PKI certificates, SQL).
- Created scripts for automation by leveraging PowerShell.
- Administered and maintained Windows servers operating on VMware vSphere from version 2012R2 to 2022.
- Experience with additional software used included: Cisco Umbrella, Confluence, CyberArk, firewall troubleshooting, Jira, Nagios, Okta, Rapid7 and Splunk.
- Created and maintained technical documentation stored within the team's knowledge base.
- Provided advanced troubleshooting support and mentorship to the Systems Administrators.
- Assisted with the Windows 10 to Windows 11 upgrade project with group policy creation/modification.
- Resourcefulness and problem-solving aptitude.

Application Administrator II

November 2021 – May 2023

Holmes Murphy, Waukee, Iowa

- Administered and maintained enterprise applications, including BI/Reporting/Analytics systems and Business process/workflow automation systems.
- Worked with IT teams and end users to ensure configuration, deployment, maintenance and testing of application servers.
- Worked with vendors when necessary to troubleshoot issues and monitor/resolve support cases.
- Administered and maintained systems such as Alteryx, Automate, Power Automate, Qlik products and Salesforce.
- Used ticket management and change management systems following published procedures; respond to and resolve incident ticket escalations for areas covered by this position.
- Lead position with enterprise applications and multiple project work.
- Worked after hours remotely for all enterprise application upgrades and updates on VMware servers.

Cloud Migration Engineer

September 2019 – June 2021

Dymin Systems, Urbandale, Iowa

- Performed migrations from one type of environment to another, such as on-premise servers (Windows servers), cloud servers (Azure & Citrix), and Microsoft Intune. IIS, DNS, file, print, SQL, mail, application servers, etc.
- Created new environments, configured servers, installed applications, copied over data, assisted users with testing and performed migrations.
- Set up and administer Windows servers from Windows Server 2008 to Windows Server 2019 in virtualization.
- Completed email migrations from one type of email system to Microsoft 365, such as Google, Microsoft Exchange, and various POP3/IMAP email systems.
- Advanced knowledge of DHCP, DNS, DFS, Active Directory (AD), Azure AD, PKI, certificates and Group Policy.
- Moderate knowledge of networking and troubleshooting and configuration of firewalls and switches.
- Created documentation for policies and procedures and configured monitoring tools.
- Implemented the use of Powershell scripts.
- Collected information from existing environments and updated documentation for support.
- Assisted users with training and testing for the new environment.

December 2018 - July 2019

Marco Technologies, Urbandale, Iowa

- Troubleshoot networks, systems, and applications to identify and correct malfunctions and other operational problems along with preventative maintenance.
- Installed and supported basic network systems including workstations, servers and infrastructure devices.
- Administered virtual servers in Hyper-V and VMWare.
- Installed and supported archive and backup systems.
- Accurately created and maintained documentation and comply with service administrative procedures, including
 pick tickets, ticket updates, time entries and timesheets.
- Conducted scheduled onsite visits on a monthly or quarterly basis, run reports from RMM tool and performed checklist of tasks to include updating documentation on SharePoint.
- Performed new client onboarding, scanned network for devices, inspected network equipment, document and label servers and infrastructure equipment, took pictures and uploaded them to SharePoint.
- Created and updated network diagrams using Microsoft Visio.
- Provided technical support and support advice to end-users/clients regarding operational and hardware/application issues.

Enterprise Field Technical Service Analyst

May 2016 – June 2018

Dell Datacenter, West Des Moines, Iowa

- Performed hands-on and in-depth troubleshooting and associated repairs of failed servers and storage systems.
- Worked autonomously in providing on-site technical support to customers.
- Performed thorough documentation of all service activities.
- Managed on-site parts locker including inventory control.
- Worked collaboratively in a team environment.
- Tested, maintained, and monitored computer programs and systems.
- Altered systems to improve workflow and documented system procedures.

EDUCATION

Associates of Applied Science Degree

2003 - 2005

Des Moines Area Community College, Ankeny, Iowa

- Major: Information Technology Network Administration
- Cumulative GPA over 3.5; President's List or Dean's List Award each semester.
- Courses included computer networking, programming, administration and hardware/software.

CERTIFICATIONS

Microsoft Certified: Power Automate RPA Developer (PL-500), Microsoft 365 Certified: Fundamentals (MS-900), Microsoft Certified: Power Platform Fundamentals (PL-900), CompTIA A+, CompTIA Network+, CompTIA Server+, Microsoft Certified Professional and National Career Readiness Certification level of Platinum.

SKILLS

- Problem solver
- High attention to detail
- Logistics
- Fast learner
- Good communicator