

Jem Milam

jem.milam@gmail.com

<https://github.com/mej71>

EXPERIENCE

Clark Associates | Tampa, FL

Feb 2022 - Present

IT Support Technician II

- Administer AD/Azure Entra objects, groups, O365 licenses, Sharepoint, Exchange, and Teams
- Mentor new technicians and interns to teach them our processes and answer questions about our systems
- Maintain and edit group policies, DNS records, and our print server
- Administrate our MDM software, create solutions for system issues, and serve as the main point of contact for this system. Designed solutions and standardizations, resulting in a 50% reduction in MDM system tickets
- Created powershell scripts to automate analysis of reports to reduce department workload/errors
- Update and document department procedures, policies, and troubleshooting techniques
- Created and set up a server to function as an archive of voice recordings from our phone system
- Create and deploy PDQ packages for patching and installing software
- Maintain, configure, and perform backups of our phone systems

Hillsborough Community College | Ruskin, FL

Oct 2020 - Feb 2022

Information Technology Technician

- Facilitated IT support across 6 campuses, while documenting tickets and staying in communication with our team to quickly be aware of and resolve widespread issues
- Documented and routed networking cables from new and existing locations to our MDFs/IDFs
- Imaged new devices, and helped transition college to using Microsoft Intune managed devices only
- Created, maintained, and deployed app packages for automated installations via Intune & Powershell

Bloomin' Brands Inc | Tampa, FL

Jul 2019 – Oct 2020

Help Desk Associate II

- Served as first line IT support for general and critical issues at 1000 locations across the US, while documenting tickets and escalating to the appropriate teams when necessary.
- Troubleshooting of desktops, laptops, mobile devices, printers, multitude of software issues, Point of Sale devices, network issues, end-point security
- Led a project reconfiguring Point of Sale devices to integrate with our online ordering system
- Assumed the role of training leader for this project, conducted training workshops to enhance team expertise

EDUCATION

Gulf Coast State College | Panama City, FL

- Bachelor of Applied Science: IT Management

CERTIFICATIONS

Certifications:

- Microsoft Azure Administrator Associate
- Microsoft 365: Teams Administrator Associate
- Microsoft 365: Endpoint Administrator Associate
- CompTIA Security+
- Microsoft Azure Fundamentals

PROJECTS

- Resume Website- I host a website in Azure, updated via Github Actions: <https://www.jemmilam.com>
- Media Server - I run a synology server for storing and managing personal media. I maintain this using a series of Docker containers that automate file naming/organization, grabbing subtitles, and reencoding
- Windows Server - I run a forest of Active Directory domain controllers with DNS, DHCP, and a File Server

SKILLS

- **Skills:** Powershell scripting, Azure administration, MDM software, Windows Server, Active Directory, Troubleshooting, Documentation, Docker, Intune, 365 administration, Exchange, MS Teams