

MICHAEL WASA

IT SYSTEMS ADMINISTRATOR

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TECHNICAL SKILLS

- **Servers:** Windows Server; Linux
- **Virtualization:** VMware ESXi; Hyper-V; KVM
- **Cloud & Containers:** AWS; Docker
- **Networking:** Firewalls; switches; VPN; RDP
- **Scripting:** PowerShell; shell and batch scripts
- **Security:** Patch management; malware remediation
- **Recovery:** Backup and disaster recovery
- **Databases:** MySQL; MariaDB; SQL Server
- **Hardware:** Diagnostics and repair
- **AI:** Artificial intelligence tools

EDUCATION & TRAINING

AUTOMOTIVE TECHNICIAN

ATI Career Training Center
2012 - 2013

CISCO NETWORKING (CCNA CURRICULUM) AND ORACLE DATABASE DESIGN

Atlantic Technical College
2006 - 2008

HIGH SCHOOL DIPLOMA

J.P. Taravella High School
2003 - 2008

PROFILE

IT Systems Administrator with over a decade of combined experience in systems administration and technical support. Experienced in Windows Server and Linux server administration, virtualization, networking, backup and disaster recovery, and hardware diagnostics and repair. Brings strong troubleshooting skills and knowledge of Amazon Web Services (AWS), PowerShell, patch management, and artificial intelligence (AI) tools.

EXPERIENCE

IT SYSTEMS ADMINISTRATOR

BRIGHT MANUFACTURING LLC | REMOTE | MAY 2017 - PRESENT

Manage company-wide IT operations as the primary contact for infrastructure, system reliability, and end-user support across on-premises and cloud environments.

- Administer Windows and Linux servers, VMware ESXi and Hyper-V environments, and backup and recovery infrastructure.
- Configure and maintain firewalls, network switches, VPN connections, and Remote Desktop Protocol (RDP) access to support secure remote operations.
- Resolve server, database, and website failures; troubleshoot PHP/SQL applications, e-commerce platforms, EDI integrations, and custom shell and batch scripts.
- Maintain security policies and antivirus protections, investigate malware incidents, and monitor emerging threats affecting production systems.

TECHNICAL PRODUCT SUPPORT SPECIALIST

BRIGHT MANUFACTURING LLC | FORT LAUDERDALE, FL | NOV 2016 - MAY 2017

Provided technical troubleshooting and customer support for specialty electronic products while managing e-commerce and Electronic Data Interchange (EDI) accounts across multiple platforms.

- Diagnosed product issues and guided customers through troubleshooting, warranty claims, and return merchandise authorizations (RMAs).
- Managed e-commerce and vendor accounts across platforms including Shopify, WooCommerce, Magento, and major online marketplaces.
- Processed and validated EDI orders using platforms including CommerceHub (now Rithum) and Covalent, coordinating with warehouses and business partners to resolve fulfillment issues.