Sean M. Holbert

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Professional Summary

Versatile and results-driven IT professional with 15+ years of experience in systems administration, infrastructure management, and technical leadership. Proven success in supporting enterprise IT environments, leading cross-functional projects, mentoring support teams, and driving digital transformation across higher education and media industries. Adept in Windows, Linux, virtualization, networking, cloud services, and enterprise support tools. Now seeking a fully remote role where I can deliver operational excellence, technical reliability, and leadership impact.

Core Competencies

- Systems Administration (Windows Server, Linux, macOS)
- Virtualization (Hyper-V, VMware)
- Cloud Services (Azure, Code42)
- Networking (Switches, Routers, Firewalls, VPNs)
- Infrastructure Management
- Endpoint Management (SCCM, BitLocker, TeamDynamix)
- Active Directory / Group Policy / PowerShell
- Help Desk & End-User Support
- Project & Vendor Management
- Technical Leadership & Staff Training

Professional Experience

Cornell University – Ithaca, NY

Desktop Services Lead & Assistant Systems Administrator (Jul 2022 – Present)

- Provide Tier 3 support and mentorship to junior desktop support staff across college departments. - Lead infrastructure planning and server management (physical and virtual), including patching, deployment, and vendor coordination. - Manage cross-departmental technical projects (e.g., system rollouts, encryption, imaging). - Collaborate with technical leadership and stakeholders to align IT solutions with academic and administrative goals. - Develop and enforce local IT controls to maintain security, compliance, and system integrity.

IT Support Specialist (Nov 2017 – Jun 2022)

- Delivered frontline support to staff, faculty, and students; resolved hardware, software, and access issues. - Administered Active Directory, SCCM task sequences, and software deployment. - Led initiatives including full-disk encryption rollout and Windows 10 migration. - Created internal documentation and trained users on new systems. - Acted as interim network administrator, overseeing GPOs, file/print servers, and VMs.

Townsquare Media – Binghamton, NY

Regional Systems Administrator (Jun 2009 – Nov 2017)

- Supported 16 radio stations across 4 locations; maintained uptime over 99.5%. - Implemented secure, standards-compliant network and server infrastructure. - Managed Windows/Apple systems, telephony, backup systems, and end-user support. - Led large-scale IT projects: domain migration, network upgrades, asset tracking CMS. - Collaborated with corporate IT teams for security compliance and best practices.

Education

SUNY Empire State College – Saratoga Springs, NY

Bachelor of Science, Information Systems – 2017

GPA: 3.89 | Student Tutor

Rochester Institute of Technology – Rochester, NY

Associate of Science, Computer Technology – 2007

Minor: Telecommunications | Graduated with Highest Honors (GPA 3.85)

Technical Skills

- Systems: Windows Server, Ubuntu Server, macOS, Hyper-V, VMware
- Cloud & Security: Microsoft Azure, Code42, CrowdStrike, BitLocker, Symantec EP
- Network: Cisco switches, modems, routers, wireless access points, VLANs
- Scripting: PowerShell, Python, Bash, HTML5, PHP, XML
- Management Tools: SCCM, TeamDynamix, GhostCast, SharePoint, Office 365
- Collaboration: Teams, Zoom, Slack, Confluence, Jira

References available upon request.