ELLE HELD
<div align="right">Systems Engineer</div>

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CAREER SUMMARY

Dedicated and resourceful IT Systems Engineer with over a decade of experience in technical support and systems administration. Proficient in leveraging PowerShell scripting and automation to streamline troubleshooting and optimize Windows server and workstation performance. Skilled in designing and managing virtual environments across Azure Cloud, VMware, and Hyper-V. Experienced in leading customer system migration projects from planning to execution, ensuring seamless transitions and reliable outcomes with an agile approach. Committed to delivering reliable, scalable and efficient system solutions that enhance organizational performance and support seamless user operations.

CORE SKILLS

Project Management • Team Leadership • System Troubleshooting • Datacenter Administration • Cloud Services • Disaster Recovery • High Availability • PowerShell • Scripting • Automation • Network Administration • Virtualization • Hyper-V • VMware • Azure • System Performance Optimization • Database Management • SQL Server Administration • SQL • HTML • IT Support • SCCM • MSP • RMM • Cybersecurity • Storage Technologies • IT Asset Management • Documentation & SOP Authoring

PROFESSIONAL EXPERIENCE

SYSTEMS ENGINEER | Team Logic IT | Austin, TX   Jul 2023 – Sep 2025

- Managed customer systems migration projects from system design to execution ensuring on-time delivery with an agile approach and communicated project status to key stakeholders
- Onboarded new customer accounts' entire technology stack and performed system audits for system optimization or migration recommendations
- Designed, deployed, and maintained high-availability server infrastructure and disaster recovery protocol across Windows Server failover clustering and VMware vSphere
- Installed and maintained network and server infrastructure at client sites
- Used PowerShell in tandem with RMM tools to automate tedious helpdesk tasks including user creation, device setup, application deployment, system cleanup and applying policies
- Leveraged AI tools to enhance PowerShell scripting efficiency by generating, interpreting syntax, and testing script logic and flow
- Wrote documentation and built ITSM dashboards and workflow automations that streamlined internal processes to improve service desk efficiency and SLA target performance
- Acted as last point of escalation for tickets beyond the cope of the support desk
- Audited systems for vulnerabilities and relevant regulatory compliance (HIPAA, PCI, PIA)
- Coordinated project plans with internal staff and translated technical information for client stakeholders to garner budget approval for projects
- Mentored and trained all lower tier team members and acted as senior team lead
- Recognized for outstanding customer service and written communication

SYSTEMS ADMINISTRATOR | Networkitects dba Diggio | Austin, TX   Jun 2019 – Jun 2023

- Troubleshot complex datacenter server, network, and application issues, and performed root-cause analysis

- Administered Windows Server environments, including Failover Clustering, iSCSI storage, Active Directory, Group Policy, LAPS, SQL and web application servers
- Configured and maintained RMM and Microsoft SCCM for client environments, including custom WQL queries, agent upgrades, OS updates, and application deployments
- Captured and deployed custom Windows 10/11 images using WDS and network PXE boot for streamlined endpoint provisioning
- Managed IT assets, health reporting, and remote endpoint support through RMM tools
- Installed, configured, and maintained Microsoft RDP and Horizon VDI environments, ensuring reliable remote access
- Monitored system performance and executed updates, patches, and preventive maintenance while serving as the primary escalation point for support tickets and mentoring Tier I & II staff
- Acted as primary point of escalation for tickets beyond the scope of support desk

TIER II TECHNICAL SUPPORT | Networkitects dba Diggio | Austin, TX   Jun 2018 – Jun 2019
- Provided advanced technical support via phone, chat support, and onsite visits
- First point of escalation for IT support tickets and mentored Tier I team members
- Worked with vendors to troubleshoot and upgrade self-hosted application servers
- Diagnosed and resolved advanced issues related to hardware, software, and networks
- Troubleshooted network connectivity issues (LAN, WAN, VPN)
- Collaborated with other IT support teams to ensure seamless support and project success

TECH SUPPORT & WEB DEVELOPER | UW – Whitewater | Whitewater, WI   Feb 2015 – May 2018
- Collaborated within a team environment to design and implement new websites
- Provided first response technical support for office staff and student employees
- Worked with other tech teams to coordinate university activities and ticket escalation
- Filmed various university activities and produced video marketing content

EDUCATION

BACHELOR OF BUSINESS ADMINISTRATION | UW – Whitewater | Whitewater, WI   May 2018
Information Technology – Networking & Security Emphasis (cum laude)