

Marcus Delgado

Systems Administrator

Systems Administrator with 5 years of experience running Windows Server, Active Directory and VMware environments for healthcare and manufacturing sites of up to 640 users. Automates account and patch work in PowerShell, manages Microsoft 365 and Azure tenants, and writes the runbooks the help desk uses for DNS and DHCP troubleshooting.

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Experience

Systems Administrator 03/2023 - Present

Scioto Ridge Health Partners Columbus, OH

- Two-person infrastructure team supporting 11 clinics and 640 users.
- Administer 85 Windows Server 2019 and 2022 VMs on a 4-host VMware vSphere cluster with **99.95%** uptime in 2025.
 - Automate onboarding in PowerShell across Active Directory and Microsoft 365, cutting account setup from 45 minutes to 10.
 - Run monthly patching and Veeam backup checks, and restore 12 critical servers in each quarterly disaster recovery drill.
 - Document DNS, DHCP and Group Policy settings in 40 runbooks that lowered help desk escalations by 30%.

Junior Systems Administrator 06/2021 - 02/2023

Hilliard Precision Components Hilliard, OH

- Precision parts manufacturer with 3 plants and 280 users.
- Migrated 6 file servers to Azure Files and SharePoint, retiring **14 TB** of aging on-site storage.
 - Resolved 25 escalated tickets a week covering Windows, Linux, network and printer issues on the shop floor.
 - Configured firewall rules and VLANs for 120 plant-floor devices with the network vendor.
 - Rebuilt DHCP scopes and DNS zones after a domain controller failure, restoring service in 3 hours.

IT Help Desk Technician (Part-Time) 09/2019 - 05/2021

Ohio Valley Tech Services Columbus, OH

- Part-time support role for 30 small-business clients during college.
- Closed 30+ tickets a week on password resets, Wi-Fi, email and software installs.
 - Imaged and deployed 150 laptops a year from standard Windows builds.
 - Wrote 20 knowledge base articles that reduced repeat calls about VPN setup.
 - Replaced failing switches and access points at 8 client offices during weekend maintenance windows.

Skills

Windows Server

Active Directory

VMware

PowerShell

Microsoft 365

Azure

DNS

DHCP

Linux

Troubleshooting

Education

Bachelor of Science

05/2021
Franklin University
Columbus, OH
Information Technology

Certificates

CompTIA Security+

04/2022
CompTIA

Microsoft Certified: Azure Administrator Associate

09/2024
Microsoft