

# BRYAN N. WILLS

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**Overview:** Have worked in an IT-related position for over 20 years. Started out as a tech support representative over the phone fixing internet issues to the most recent position of Senior Systems Engineer configuring servers for production and testing environments. Infrastructure focused with 10+ years of experience. For most of my career, I have been the top go to person for help within the department, often times being the only person running the IT department, or second in command to the CIO/CTO or IT Manager. Self-taught software developer since 2018 including some cohorts with Code Louisville. Actively working to launch my own software development startup company.

**Languages and Frameworks:** HTML, CSS, Tailwind CSS, JavaScript, React, TypeScript, NextJS, Python, and PowerShell. Utilize a lab environment at home to keep updated with current technologies and self-hosting options.

**Platforms:** Microsoft Windows® operating systems from XP through Windows 11, Windows Server 2012 R2 through Windows Server 2025. Experience in Debian-based Linux, Unix/BSD, MacOS, Arch Linux, RHEL, CentOS, Oracle Linux, and NixOS. Other platforms include FortiGate, Dropbox, M365, Zoom, GoToMeeting, Adobe, Arris C4 CMTS, Cisco 4500, Cisco 7600, Cisco ASR 9000, Cisco ONS M6 15454, Cisco 15454 M12, Nokia Siemens HiT7300, Atrica 8100, Fujitsu 7400 series, and various Core, Distribution and Access routers/switches focusing on Cisco, FortiGate, Netgear, and Dell.

**Tools and Software:** Microsoft Active Directory, Microsoft Intune, Microsoft Entra, OpenLDAP, M365 Suite, SolarWinds, OpenNMS, Nagios, AWS, GCP, Azure, VMWare, Git, GitHub, GitLab, Docker, Confluence, Jira, Slack, Document Management Systems, Kubernetes, CI/CD, Ansible, Zabbix, OAuth, MySQL, MySQL server, PostgreSQL, pgAdmin, dBeaver, Prisma, Remedy BMC, Incognito Management Center, managed active DNS/rDNS zones, NinjaOne, Nagios Core 4, Raspberry Pi Zero through Raspberry Pi 5.

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## PROFESSIONAL EXPERIENCE

**Encore Technologies**, Remote in Louisville, KY October 2023 – April 2025

### Senior Systems Engineer - Infrastructure

- Utilized HPE OpsRamp to monitor and maintain customer networks with server counts ranging from 10 to over 400. Customers included small businesses to large networks such as public-school systems, large hospitals over a metro area, and other like-sized businesses.
- Designed and implemented a new Backup as a Service (BaaS) environment to migrate from a deprecated BaaS environment using Veeam Backup and Replication and Veeam Service Provider Console.
- Provided next-level support for other infrastructure engineers, including training where needed, while triaging tickets coming from the ITOCC. Was a key participant in an in-house customer portal via a private GitHub repo.
- Collaborated with cross-functional teams, including Project Managers and Network Architects, to streamline processes and enhance service delivery for customers. This included automated billing, usage reports, and SLA metrics for customer transparency.

**Black Diamond Pest Control, Jeffersonville, Indiana July 2022 – August 2023**  
**Senior IT Sys Admin and Application Developer**

- Helped convert an open-source software-based infrastructure into an enterprise-level organization. Servers and software were all used devices and Linux-based firewalls and OpenVPN for the entire company. Added a FortiGate Firewall 40F HA pair for the company firewall and VPN for end users.
- Configured servers as hypervisors for KVM/libvirt VMs for production devices. Performed backups of active VMs, migrated older VMs to new ones, and performed disaster recovery work on production hypervisors to simulate complete network-down scenarios. Ubuntu 22.04, CentOS 6.5, 7, 8 and Rocky Linux.
- Triaging help desk tickets for end users. Working with vendors as needed to resolve issues for end users or infrastructure issues. SME for other members of the IT team as level 2/3 support for other members of the team. Supported 150+ techs in the field local and remote as well as remote offices or branches with a small team of 4-5 employees in each of the 6 branches.
- Leveraged Python, JavaScript, and PowerShell to complete tasks such as writing scripts with cronjobs to run reports for other departments in the company and to support the homebrew ticketing system written in PHP.
- The company had a homebrew internal ticketing system and CRM platform written in PHP. Worked with the team to contribute C#/.NET code through Azure-hosted code with PRs from the bugs/tasks created from Sprints and user stories in Azure to create a new CRM platform written in-house.
- Started to implement Verizon MDM solution for 150+ tech phones in the field. Set up the backend system/server for provisioning purposes.
- Monitored Zabbix alerts as part of an on-call rotation to triage alerts coming from Zabbix to SMS/email alerts as well as Uptime Robot.

**Gordon Darby, Louisville, Kentucky January 2020 – July 2022**  
**Senior IT Systems Administrator - Infrastructure**

- Set up and configure Dell PowerEdge Servers for production and development deployment for a total of 150 servers to date. Servers used in various company-wide systems for everyday tasks. Configured iDRAC, RAID, and OS deployment using Windows Server 2012 R2, Windows Server 2016, Windows Server 2019, and Oracle Linux.
- Customized each server to be configured for various programs and needs within the company, including custom configurations for Oracle Database Client and Server for Windows Server and Oracle Linux. RAID configuration. Setups include Web Server, Access Server, Oracle Database Server, App Servers, Terminal Servers.
- Triaging help desk tickets for end users. Working with vendors as needed to resolve issues for end users or for infrastructure issues. Acting SME for other members of the IT team.
- Some scripting with PowerShell, Python, and Bash to automate processes or to automate reporting for Active Directory Users.
- Responsible for current network and future network designs for the company and the various locations. While at Gordon Darby, we have deployed the Ruckus Unleashed wireless network platform, FortiGate Firewalls, FortiGate Switches, and FortiGate Extenders for backup cellular network connection. We are currently working to change the IP addresses for all of our offices from a 192.168.0.0/16 network to a 10.0.0.0/8 network breaking it into smaller subnets to be spread out geographically using the second octet for the physical location of the network.

**Diversified Automation**, Louisville, Kentucky January 2018 – December 2019  
**Network Engineer/IT Systems Administrator**

- Established an IT department that is responsible for computer setup, new processes for installs and troubleshooting, general documentation, and company policies for all employees.
- Configured and deployed nearly 100 computers for employees due to growth demand in 2018. Computers were configured for various engineering, admin, sales, and executive positions requiring specialized software, some of which required the configuration of a networked license server.
- Set up all software accounts for the entire company and administered them to grant access to employees when needed. Systems include M365, Symantec Endpoint Protection, Adobe Acrobat, Dropbox, Splashtop Business, Zoom, GoToMeeting, AutoCAD/Autodesk Products, and Rockwell Automation Software.
- Set up multiple remote site offices while maintaining everyday workflow. The property was acquired by the company and the IT department was responsible for connecting the office to the existing network. Enterprise-class fiber is installed at each location to provide optimal network performance at each location, including file server access back to Louisville, KY, video conferencing capabilities, inter-office phone system, badge access system, and security system through vendor support at each location.
- Responsible for all company switches, servers, wireless access points, and internet circuits for each company office by performing maintenance, upgrading existing equipment to meet capacity needs, and troubleshooting equipment as needed when outages occur. VMWare, Citrix Xen server environments.
- Implemented Asset management system and 3-year rotation of all computers in the company.
- Designed, configured, and deployed an in-house Community Board System in multiple locations and set up alarms for remote devices to be fixed when an outage occurred through the Nagios Core 4 platform.

**Thornton's Inc**, Louisville, Kentucky July 2015 – January 2018  
**Help Desk Analyst**

- Worked with a team to support our store functionality with any piece of equipment needing troubleshooting assistance, not just with electronic equipment, this included food service items. Troubleshooting of the network for each store which has primary and backup circuits and all internal switches and equipment required for the store to operate.
- Worked multiple ticket queues within Thornton's stores as well as individual employees can email or submit tickets for whatever problem they had. Contacted back with troubleshooting over the phone or dispatched a ticket out to a vendor or another department to have the issue resolved.
- Worked with vendors to resolve issues with equipment that was under warranty or service contracts. This included working with vendors such as NCR, Verifone, and Ingenico for POS systems, as well as other vendors for food service equipment.
- Worked with the IT team to create a new ticketing system to replace the existing one. The new system was built on a custom platform using PHP and MySQL. This included working with the team to design the database schema, create the user interface, and implement the ticketing system.
- Assisted with the creation of a new knowledge base for the IT team to use for troubleshooting and documentation purposes. This included creating articles for common issues, troubleshooting steps, and how-to guides for various systems.
- Met or exceeded all metrics required for login time and tickets created, touched, worked, and closed more than 95% of the required expectations. 8 months on third shift resolving issues overnight and updating platforms during hours of downtime.

**Time Warner Cable, Louisville, Kentucky August 2012 – October 2014**

**Transport Network Engineer/Tier 4**

- Worked with a team to support our NOC, Network Engineering Core, and Edge routing team and escalations.
- Managed individual and group projects. Participated in peer reviews and Method of Procedure (MOP) creations for third-shift maintenance windows to be executed on Cisco Platforms, Atrica/Fujitsu, and Juniper Networks.
- Designed high-end backbone fiber optic networks to be sold to enterprise-level business customers. Included many design changes within the Insight Network on all platforms to support the growth and expansion of services offered. Performed hardware and software testing/failovers before moving production traffic to a new device/node on the network. Tested circuit integrity to ensure the availability for new services.
- Built brand new fiber optic backbone network for services in multiple states. 3 separate metro network backbones connected to a Regional Transport Network to move all the Insight and another small cable company to a new transport network. This included traveling to over 120 locations to run fiber and turn up circuits during a maintenance window.
- Managed individual and group projects. Participated in peer reviews and Method of Procedure (MOP) creations for third-shift maintenance windows to be executed on Cisco Platforms, Atrica/Fujitsu, and Juniper Networks.
- Designed high-end backbone fiber optic networks to be sold to enterprise-level business customers. Included many design changes within the Insight Network on all platforms to support the growth and expansion of services offered. Performed hardware and software testing/failovers before moving production traffic to a new device/node on the network. Tested circuit integrity to ensure the availability for new services.
- Built brand new fiber optic backbone network for services in multiple states. 3 separate metro network backbones connected to a Regional Transport Network to move all the Insight and another small cable company to a new transport network. This included traveling to over 120 locations to run fiber and turn up circuits during a maintenance window.
- Worked to maintain a network uptime of 99.999% along with strict MTTR for ticket resolution.

**Insight Communications/TW Cable, Louisville, KY August 2010 – August 2012**

**TAC Engineer/Tier 4 Engineer**

- Worked with a team to support our NOC and escalations.
- Managed individual and group projects. Participated in peer reviews and Method of Procedure (MOP) creations for third-shift maintenance windows to be executed.
- Designed high-end backbone fiber optic networks to be sold to enterprise-level business customers. Included many design changes within the Insight Network on all platforms to support the growth and expansion of services offered.
- Worked cooperatively with Verizon Wireless, T-Mobile, and Sprint to create a mobile backhaul fully redundant 10 Gigabit Fiber Optic backbone network for Carrier Services to provide 4G/LTE service for over 300 cell towers for all service areas within Insight.
- Worked to maintain a network uptime of 99.999% along with strict MTTR for ticket resolution.

## **EDUCATION AND CREDENTIALS**

**PURDUE UNIVERSITY** – New Albany, Indiana

August 2008 – May 2012

Bachelor's in Electrical and Computer Engineering

*Graduated May 2012*

**JEFFERSON COMMUNITY COLLEGE SOUTHWEST** – Louisville, Kentucky

2005 – 2008

Studying Various Fields of Information Technology, including Cisco Systems, A+, Computer Repair, C/C++ Programming Languages, Functionality of Operating Systems, and Future Technologies.

**UNIVERSITY OF LOUISVILLE** – Louisville, Kentucky

August 2002 – May 2005

Studied Electrical Engineering and Computer Information Systems.

### **Professional Training and Certifications**

Front End Web Development Course 1 from Code Louisville – December 2021

Front End Web Development Course 2 from Code Louisville – January 2022

Data Analysis using Python from Code Louisville – May 2022

#### **Certification Repository:**

[github.com/bryanwills/certifications](https://github.com/bryanwills/certifications)

Currently studying to recertify for CCNA (Last obtained December 2009)

Actively studying to obtain the new Linux+ Summer 2025

High School Diploma with high honors – Graduated May 2002