

# Drew Adkins

## IT Systems Administrator

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### Objectives

A highly skilled and results-driven IT professional seeking to leverage expertise in network administration, system optimization, and cybersecurity to contribute to a dynamic and forward-thinking organization. Dedicated to delivering innovative solutions that enhance operational efficiency, mitigate risk, and drive business growth.

### Certifications

**CompTIA** - A+  
**CompTIA** - Network +  
**CompTIA** - IT Operations Specialist  
**Google** - IT Support Professional  
**FBI CJIS** - Security & Privacy  
**Cisco** - Certified Meraki Networking Associate

### Skills

- IT Infrastructure Management
- Network Administration & Security
- Cloud Computing
- Cybersecurity & Risk Management
- IT Compliance Standards
- Budgeting & Cost Control
- Problem-Solving & Critical Thinking
- Process Improvement
- IT Strategy Development
- Printers & Networking
- VOIP Systems
- Disaster Recovery Planning

### Work History

#### **IT Director / Systems Administrator**

*Moses AutoMall of Huntington*

*Nov 2024 - Present*

Manage all IT operations, including networks, systems, and the DMS. Develop custom solutions to enhance efficiency, security, and uptime. Oversee vendor relations, troubleshooting, and compliance.

#### **Key Responsibilities & Skills**

- Oversee all IT operations, including network infrastructure, computer systems, and dealership software.
- Implement and support mission-critical solutions to maximize system uptime and efficiency.
- Develop and deploy custom IT solutions to enhance cybersecurity, automation, and productivity.
- Troubleshoot and resolve hardware, software, and networking issues across the organization.
- Coordinate with vendors and service providers for IT-related procurement and support.
- Ensure compliance with industry regulations and cybersecurity best practices.
- Provide technical support and training to staff on IT systems and security protocols.

#### **Network Operations Center (NOC) Engineer**

*Network Innovation Solutions*

*Dec 2023 - Nov 2024*

As a NOC Engineer at Network Innovation Solutions, I manage network, server, and system operations, resolving complex issues to ensure optimal performance and uptime for diverse clients.

#### **Key Responsibilities & Skills**

- Advanced Issue Resolution
- Network Monitoring & Management
- Incident Response
- Documentation & Reporting

## Technical Projects

- **Unified Monitoring Dashboard Deployment**  
Designed and implemented a Grafana dashboard integrating Ubiquiti, Datto RMM, and Microsoft 365 systems, providing a single-pane-of-glass view for real-time infrastructure monitoring.
- **Cloud Backup Migration**  
Led the migration of on-premises dealership backups to a cloud-based disaster recovery system, reducing recovery time objectives (RTO) by 60% and improving overall business continuity.
- **VOIP System Migration with Minimal Downtime**  
Spearheaded the transition from a legacy VOIP system to a modern cloud-based solution, including full system re-deployment, configuration, and user training completing the cutover with less than 30 minutes of downtime for all users.
- **Cybersecurity Hardening Initiative**  
Deployed advanced cybersecurity tools including endpoint detection and response (EDR), phishing prevention, and enhanced firewall configurations, significantly reducing the organization's vulnerability to cyber threats.

## Professional Development

- Currently pursuing advanced certifications in cybersecurity and cloud infrastructure.
- Regular participant in IT webinars, workshops, and vendor training programs to stay current on industry best practices.
- Ongoing development of internal documentation, SOPs, and knowledge bases to strengthen team performance and business resilience.

## Work History (Continued)

### IT Technician

*Sandy's Racing & Gaming*  
*Dec 2024 - Feb 2025*

Manage all IT operations across a 24/7 gaming and entertainment facility, including systems, networks, surveillance, and gaming infrastructure. Lead technology initiatives to improve performance, security, and compliance with industry regulations. Oversee vendor management, staff support, and project deployment.

### Key Responsibilities & Skills

- Oversee IT systems, including gaming servers, point-of-sale systems, employee workstations, and surveillance networks.
- Manage network infrastructure to ensure seamless operations, uptime, and redundancy.
- Ensure regulatory and cybersecurity compliance across all systems and processes.
- Lead implementation of system upgrades, patches, and disaster recovery solutions.
- Troubleshoot and resolve hardware, software, and network issues across departments.
- Coordinate with vendors and service providers for gaming software and IT support.
- Provide technical support and training to staff on systems, tools, and protocols.
- Develop and document IT policies, standard operating procedures, and best practices.