SAGE PORTER

SYSTEMS ADMINISTRATION | IT INFRASTRUCTURE | IDENTITY & ENDPOINTS

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Systems Administrator with 10+ years supporting enterprise IT environments and organizations of 1,000+ users. Experience spanning Active Directory, Windows Server, Microsoft 365, endpoint management, and IT leadership. Builds practical tools in C#/.NET and PowerShell to support administration, service delivery, and operational reporting.

CORE QUALIFICATIONS

Cloud & identity administration: Google Workspace, Microsoft 365 / Office 365, Microsoft Entra ID (Azure AD), Active Directory and Group Policy.

Infrastructure & endpoints: Windows Server, virtual machines, DNS/DHCP, TCP/IP, VLANs, Microsoft Intune, SCCM, PDQ Deploy/Inventory, imaging and patch management; experience with Jamf.

Automation & applications: PowerShell, Batch, C#/.NET Windows Forms and LINQ to SQL; experience with Dynamics 365, Power Apps, Kinnser and Microsoft Teams VoIP phones.

IT operations: Tier 2/3 support, data calls, asset management, documentation, user training, vendor coordination, team and budget management.

Supporting security: KEV patching, CDM activities, vulnerability remediation, endpoint protection, access controls and HIPAA/NIST policy implementation.

PROFESSIONAL EXPERIENCE

Systems Administrator (IT Technical Admin 3)

Pro2Serve - Grand Junction, CO | 2022 - Present

- Administer Active Directory and Group Policy; manage enterprise server and workstation configuration, maintenance, and deployment.
- Provide Tier 2/3 technical support, coordinate incident response, and resolve system and user issues.
- Manage patch deployment and vulnerability remediation, including known exploited vulnerabilities (KEVs); support Continuous Diagnostics and Mitigation (CDM) activities.
- Fulfill headquarters data calls by completing required changes and providing reports on network security.
- Configure and monitor endpoint security and access control systems; maintain asset inventory, technical documentation, and training materials.

IT Manager

Gateway Canyons Resort and Spa - Gateway, CO | 2021 - 2022

- Led daily IT operations and delegated staff work to support infrastructure, end users, system uptime, and business requirements.
- Administered Active Directory, Group Policy, and Microsoft 365; coordinated infrastructure upgrades with leadership and vendors.
- Oversaw compliance policy implementation, patch management, endpoint security, and AV infrastructure across resort facilities.

PROFESSIONAL EXPERIENCE / CONTINUED

IT Specialist

Critical Nurse Staffing, LLC - Grand Junction, CO | 2017 - 2021

- Managed Active Directory and Group Policy for an enterprise environment supporting 1,000+ users; maintained Windows updates, endpoints, and VoIP.
- Helped administer a Barracuda appliance to filter unwanted email and block attempted threats to the CNS network; helped manage Microsoft Dynamics 365 code and application changes.
- Applied HIPAA- and NIST-aligned compliance policies during an audit effort; handled vulnerability remediation, patching, and endpoint protection.
- Designed and deployed an internal C#/.NET ticketing application with directory integration, ticket updates and closure, email notifications, and reporting.
- Developed Windows Forms utilities for AD group reporting, account support, and equipment tracking, including assignment history and recorded BitLocker status.
- Produced technical documentation and end-user training to support day-to-day IT operations.

Customer Assistance Engineer

StarTek - Grand Junction, CO | 2015 - 2017

- Provided high-volume technical support for Comcast services, resolved connectivity and service issues, handled escalated calls, and assisted other support agents.

SELECTED DEVELOPMENT & COMMUNITY LEADERSHIP

Head of IT & Server Council Member

Shift W gaming community | Joined September 2022

- Set up and administered 4+ Squad servers and 3 Wardogs servers supporting 100+ concurrent players per server; supported server operations, licensing reviews, and technical decisions.
- Developed and maintain a Node.js/Express and PostgreSQL community portal that replaced BaneJS, whitelist/statistics bots, BattleMetrics, and SquadJS in community operations.
- Built earlier server plugins and Discord bots; previously configured BattleMetrics and SquadJS. Helped the growing community transition into an LLC.

EDUCATION & PROFESSIONAL DEVELOPMENT

Bachelor of Science in Computer Science
Colorado Mesa University | 2016

Microsoft Power Automate Essential Training
Microsoft 365: Implement Security and Threat Management