

# Joseph Overholt

## **Networking, Systems, and Security Administrator**

Knoxville, TN 37918

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## Professional Summary

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Senior Systems and Network Administrator with extensive experience architecting, securing, and operating hybrid cloud and on-premises environments for multi-site organizations. Proven expertise across Microsoft 365, Azure, identity and access management, networking, automation, and security, with a strong systems-level approach to reliability, scalability, and operational efficiency. Known for translating business needs into resilient technical solutions, driving cost reduction, improving uptime, and enabling growth through thoughtful architecture, automation, and disciplined infrastructure management.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

## Work Experience

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### **Network Administrator**

Stellar Industrial Supply-Remote

September 2023 to Present

- Serve as the primary resource for Windows systems, scripting, Azure and M365 platforms, Nutanix, VMware, FortiGate firewalls, and SASE solutions supporting 18 locations nationwide.
- Oversee and maintain a hybrid cloud infrastructure—encompassing networking, virtualization, and security—to optimize performance and reliability.
- Develop and implement advanced cloud networking solutions (VNETs, IPSec tunneling, BGP, routing) that align with both current and emerging requirements.
- Coordinate migrations from on-premises environments to Azure or other cloud platforms, ensuring uninterrupted network functionality.
- Integrate and unify networks during acquisitions, preserving strong security and minimizing operational disruption.
- Administer endpoints through a hybrid AD and cloud-based management system, building forward-looking policies that support growth and scalability.
- Guide organization-wide cybersecurity efforts by defining and enforcing standards, harnessing FortiGate solutions and best practices.
- Manage a highly specialized ERP system (Prophet 21), fostering seamless integration with other business processes.
- Oversee equipment and asset lifecycles for switches, firewalls, camera systems, endpoints, printers, and wireless APs, including procurement and deployment.
- Administer and enhance Microsoft 365 services (Exchange, SharePoint, Teams) to promote collaboration and productivity.
- Provide hands-on project leadership via Jira Service Management, ensuring projects remain on track and align with strategic goals.
- Continually explore new technologies and refine processes, contributing to greater stability, security, and efficiency throughout the organization.

## **Lead Systems Administrator (Through Acquisition by Stellar Industrial Supply)**

The Tool Crib, Inc.-Knoxville, TN

September 2019 to September 2023

- Oversaw the entire technology ecosystem—including SQL and image databases, VoIP, Office 365, Veeam B&R, Active Directory, and certificate administration—ensuring consistent uptime and secure infrastructure.
- Delivered major IT improvements: migrated the organization to the M365 platform, introduced a secure Linux-based SMTP server for email, and built a Power BI environment to increase visibility of remote vending operations for consigned and managed industrial machining tools.
- Strengthened security posture through refined access controls, routine system patching, and proactive monitoring.
- Provided end-to-end support as the primary technical authority, swiftly resolving complex issues and equipment-related inquiries.
- Directed inventory and maintenance for vending equipment across the Southeast, improving stability and operational efficiency.
- Continued offering specialized IT expertise following The Tool Crib, Inc.'s acquisition by Stellar Industrial Supply, integrating seamlessly into the larger organization.

## **Field Service Technician**

National Service Associates-Knoxville, TN

March 2019 to September 2019

- Installed low-voltage data lines in commercial environments and maintained a variety of automated vending machines, traffic control systems, and ATMs.
- Managed personal schedule to efficiently service a range of locations and systems, reflecting strong organizational skills.

## **Field Technician**

Charter Spectrum Cable-Maryville, TN

February 2014 to January 2019

- Deployed to customer locations in a company-owned vehicle, providing on-the-spot technical expertise to diagnose and resolve a wide array of network and service issues.
- Executed efficient installations and repairs as part of the service offering, ensuring optimal functionality and customer satisfaction.
- Leveraged in-depth knowledge of telecommunications and networking to troubleshoot complex problems, minimizing downtime and enhancing system performance.
- Upheld the company's high standard of customer service, effectively communicating with clients to understand their concerns and provide appropriate solutions.

## Education

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### **High school or equivalent**

Maryville High School-Maryville, TN

August 2004 to May 2009

### **High school diploma**

## Skills

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### **Infrastructure & Systems**

- Hybrid Cloud & On-Prem Architecture (Azure, AWS, VMware, Hyper-V, Proxmox)
- Windows Server & Linux Administration (Ubuntu, Debian, RHEL)
- Virtualization, High Availability, Backup & Disaster Recovery
- Storage & Data Platforms (SAN, NFS, SQL Server, MySQL, MongoDB, NoSQL)

## **Networking & Security**

- Network Engineering (LAN/WAN, Routing, Switching, BGP, VPN, IPsec)
- Firewalls & Security Platforms (FortiGate, SonicWall, IDS/IPS, SIEM)
- Identity & Access Management (Active Directory, Entra ID, SSO, PKI, GPO)
- Vulnerability Management, Incident Response, NIST & Compliance Practices

## **Cloud, Automation & DevOps**

- Cloud Networking & Infrastructure as Code (ARM)
- Automation & Scripting (PowerShell, Bash, Python, Ansible)
- Containers & Orchestration (Docker, Kubernetes, CaaS)
- CI/CD & Source Control (Git, GitHub, GitLab)

## **Microsoft Ecosystem & Business Systems**

- Microsoft 365 Administration (Exchange, SharePoint, Teams, Intune)
- Endpoint & Device Management (Windows, macOS, iOS)
- Business Intelligence & Analytics (Power BI)
- ERP, HR, Payroll, Inventory & Sales Systems Integration

## **Leadership & Operations**

- IT Operations Ownership & Technical Project Management
- Vendor Management, Budgeting & Asset Lifecycle Management
- Documentation, Change Management & Continuous Improvement
- Executive & End-User Support, Cross-Functional Communication

## Links

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<https://www.credly.com/badges/0a9b79ae-e7af-4958-aadb-1b860aeaf744>

<https://www.credly.com/badges/42595062-f375-4c7f-9e59-f5c18f7e79f6>

<https://www.credly.com/badges/be8fcb37-6170-4378-a5f6-db745ef25446>

<https://www.credly.com/badges/85ff78fb-a3dc-4897-b460-8d7857b526e3>

<https://www.credly.com/badges/06ef98a1-335e-486e-a571-c3abf27073d2>

## Awards

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### **Charter Distinction Award**

May 2017

An annual award presented to one individual recognized for exceptional performance and dedication. Came with a \$2000 cash bonus.

### **Charter Appreciation Award**

January 2017

Received several times for consistently going above and beyond in my role.

## Certifications and Licenses

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### **Course Completion: VMware vSphere: Install, Configure, Manage v7**

This foundational course provided intensive hands-on training focusing on installing, configuring, and managing VMware vSphere 7, which includes VMware ESXi 7 and vCenter Server 7. The experience gained from this course equips for administering a vSphere infrastructure for organizations of any size and serves as a foundation for most other VMware technologies in the software-defined data center. A link to the Credly badge achieved upon completion of this course is attached.

### **Course Completion: Crystal Reports 2016 - Part 1**

January 2022 to Present

This foundational course facilitated learning on creating basic reports by connecting to a database and modifying the report's presentation using Crystal Reports 2016. A link to the Credly badge achieved upon completion of this course is attached

### **Course Completion: SQL Querying Fundamentals - Part 1 & 2**

January 2022 to Present

This two-part foundational course provided in-depth knowledge on using SQL to retrieve information from databases, and advanced querying techniques including modifying the structure of a table, inserting, updating, deleting data, and indexing tables to optimize query performance. Links to the Credly badges achieved upon completion of these courses are attached.

### **Course Completion: CompTIA Network+ Certification**

April 2020 to Present

This comprehensive course provided an in-depth understanding of network setup, maintenance, and troubleshooting, with a focus on practical skills applicable to any networking environment. The course included topics such as OSI Model Network Functions, Ethernet setup and troubleshooting, IPv4 and IPv6 support, router configuration, network topologies, security concepts, network hardening techniques, and cloud and datacenter architecture. A Credly badge was earned upon successful completion of the course. A link is included.

### **Course Completion: Understanding Voice and Data Networks - NCTI**

September 2018 to Present

This comprehensive course presents the fundamental knowledge and concepts essential for a broadband career. It covers the operation of data networks, telephone systems, and Voice over Internet Protocol (VoIP) technologies. The course has enabled me to:

- Understand the transmission of signals over wires and fiber-optic cables
- Comprehend how an Ethernet Local Area Network (LAN) operates
- Describe the journey of data across the Internet
- Understand the process of a typical telephone call
- Identify and explain the purpose and operation of common networking devices
- Distinguish between a voice telephone call and packet data transmission
- Explain what converged networking is and identify the key technologies that enable it
- Describe the most common tools and techniques used to analyze and troubleshoot converged networks.

### **CompTIA A+**

### **CompTIA Network+**

### **Driver's License**