

CHARLES WILHELM

Infrastructure Technician

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Highly driven professional with a relentless commitment to excellence. Eager to provide increasing business value by continually expanding my abilities to include a full suite of the most relevant and up-to-date skills. Seeking to leverage my cloud knowledge and experience, problem-solving, and enthusiasm to successfully fill a System Administrator position with your organization.

Skills

- AWS Virtual Private Cloud
- Bash Scripting
- Networking Fundamentals
- Linux Administration
- Infrastructure as Code
- Problem-solving and troubleshooting

Experience

Infrastructure Technician

SAULT COLLEGE, Sault Ste. Marie, ON

February 2023 - Present

- Designed, tested, and finalized a custom Windows machine image using VMWare Workstation.
- Deployed the custom Windows machine image to approximately 1,000 endpoints using SmartDeploy.
- Extracted device hashes, imported hashes into Microsoft Intune, and provisioned end-user systems.
- Managed non-compliant and decommissioned devices within Microsoft Intune, providing remediation where possible, and conducting removal procedures when required.
- Maintained Active Directory accuracy by auditing Users and Organizational Units.
- Remotely executed patch management tasks for a fleet of enterprise devices.
- Assisted in the installation and configuration of enterprise-grade servers.
- Diagnosed, troubleshooted, and resolved hardware, software, and other network and system problems.

IT Service Desk Assistant

SAULT COLLEGE, Sault Ste. Marie, ON

July 2022 - February 2023

- Conferred with users and conducted computer diagnostics to investigate and resolve problems and to provide technical assistance and support.
- Triaged support tickets to provide resolutions within Service Level Agreement timeframes.
- Ensured the security and integrity of user accounts by assisting in the establishment of Multi-Factor Authentication methods to enable self-service password resets.
- Used TeamDynamix to update and maintain an accurate asset inventory.
- Used network cable tracing tools to locate specific network cables at the patch panel and provide a connection to the appropriate switch.
- Used network tools to gather port information and diagnose issues.
- Configured static IP addresses.

Administrator of AWS Home Lab
PROFESSIONAL DEVELOPMENT
January 2022 - Present

- Provisioned reliable cloud infrastructure using Infrastructure as Code (Terraform, Cloudformation).
- Built highly secure Virtual Private Clouds, utilizing Network Access Control Lists, Security Groups, and Subnets.
- Created fault-tolerant three-tier web infrastructures featuring a front-end Load Balancer, multiple Virtual Machine servers, and a SQL or NoSQL database back-end.
- Implemented network routing in accordance with security best practices.
- Created bastion servers to allow secure connection to resources from the public internet.
- Administered Linux-based virtual machines, including file system management, patching, log monitoring, and backups.
- Used Route 53 to configure DNS records.

Education

Bachelor of Science (B.S.) in Cloud Computing
Western Governors University
January 2024

Certifications

- AWS Solutions Architect Associate
- Microsoft Azure Fundamentals
- Comptia Cloud+
- Comptia Security+
- Comptia Network+
- LPIC Linux Essentials
- ITIL 4

Additional Information

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