

Allen G. Sikorski

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Professional Summary

Systems and Network Infrastructure Administrator with 9+ years of IT experience supporting Microsoft 365, Exchange Online, Google Workspace, Windows systems, VMware ESXi, Dell server infrastructure, UniFi networking, site-to-site VPNs, VoIP, endpoint support, remote management, and multi-site business operations. Currently responsible for IT infrastructure across 9 company locations, including servers, networking, telecommunications, POS systems, endpoint devices, vendor coordination, documentation, and network-connected physical security systems.

Core Skills

- **Systems Administration:** Microsoft 365, Exchange Online, Google Workspace, Microsoft Entra ID, Windows systems, user lifecycle management, licensing, mailbox access, groups, and permissions
- **Network Infrastructure:** UniFi networking, switching, wireless, VLANs, PoE devices, DNS troubleshooting, site-to-site VPNs, OpenVPN, IPsec, and multi-site connectivity
- **Servers & Virtualization:** VMware ESXi/vSphere, Dell server infrastructure, Windows server environments, storage planning, server upgrades, and business application hosting
- **Endpoint & Remote Management:** BeyondTrust, Apple Business Manager, MDM, endpoint support, hardware troubleshooting, device setup, imaging, and lifecycle support
- **Business Systems & Telecommunications:** VoIP systems, call routing, hunt groups, telecom provider coordination, POS/inventory systems, payment terminal setup, and vendor coordination
- **Physical Security Infrastructure:** ONVIF cameras, Synology Surveillance Station, UniFi/Ubiquiti access-control-related systems, PoE camera networks, and segmented physical security networks

Education & Certifications

- **New Mexico State University — B.S. in Information and Communications Technology**, final year | Expected 2027
- University of New Mexico – 71 credit hours in Computer & Electrical Engineering (GPA: 3.9)
- Genetec Security Center — Official VMS Training
- CompTIA A+ Core I Certified

Professional Experience

Systems & Network Infrastructure Administrator

Just Sprinklers Inc. — 2023–Present

Primary IT administrator supporting systems, networking, business applications, telecommunications, endpoint support, and infrastructure operations across 9 company locations.

- Administer Microsoft 365, Exchange Online, Google Workspace, Microsoft Entra ID, users, groups, licensing, mailbox access, and identity-related settings.
- Manage VMware ESXi/vSphere and Dell server infrastructure supporting business applications, POS systems, physical security systems, and internal operations.
- Maintain UniFi network infrastructure, switching, wireless connectivity, PoE devices, site connectivity, and network-dependent systems across 9 locations.
- Designed and maintained site-to-site VPN connectivity to support secure access to business-critical systems, remote administration, and cross-site operations.

- Deployed BeyondTrust remote management to securely administer company devices and reduce the need for on-site troubleshooting.
- Configured and supported VoIP telecommunications systems, including call routing, hunt groups, provider coordination, and reliability improvements.
- Designed and deployed a POS and inventory management system across company locations, including server setup, payment terminal configuration, network readiness, and accounting/banking integrations.
- Supported network-connected physical security systems, including ONVIF cameras, Synology Surveillance Station, UniFi/Ubiquiti access-control-related systems, PoE camera infrastructure, and segmented security networks.
- Built and maintained AWS-hosted Linux infrastructure using Ubuntu, Docker, DNS, SSL/TLS, and web services to support internal company sites and operational tools.

Corporate Security & Systems Support Specialist

PNM Resources — 2022–2023

Provided enterprise infrastructure support across a large corporate environment with multiple operational sites. Supported Windows imaging, enterprise applications, Microsoft Entra ID, segregated security networks, Genetec VMS, CCure PACS, ONVIF camera integrations, and access-control workflows.

- Deployed and imaged Windows endpoints using PXE/SCCM workflows, installed enterprise applications, performed system rebuilds, and resolved escalated hardware/software issues.
- Supported Microsoft Entra ID, authentication workflows, endpoint access, and identity-related administration across enterprise systems.
- Supported Genetec Security Center, CCure, ONVIF camera integrations, and physical access workflows in a multi-site enterprise environment.
- Worked directly with security contractors, network teams, and vendors during camera and access control deployments, including post-install configuration and validation.
- Maintained segregated infrastructure for physical security systems, including servers, switches, VLANs, video management systems, and access control environments.

Technical Analyst / Student

University of New Mexico — 2019–2022

Built a strong foundation in enterprise IT operations, documentation, and systems support within a large, multi-user institutional environment, supporting faculty, staff, and students.

- Worked closely with senior administrators and network teams, developing an understanding of segmented networks, secure access, and system dependencies in complex environments.
- Resolved hardware, software, account access, connectivity, and university application issues for faculty, staff, and students.
- Delivered user training and security awareness sessions, strengthening communication skills critical for working with non-technical stakeholders and leadership.
- Authored SOPs, user guides, and technical documentation to standardize support processes and improve operational clarity.

Senior Technical Support Manager

Hewlett Packard Enterprise (HPE) — 2018

Provided enterprise-level operational support and incident management within large, distributed customer environments, developing core skills in escalation handling, system reliability, and operational discipline.

- Led and coordinated remote technical incident response for enterprise systems, focusing on rapid diagnosis, root-cause analysis, and service restoration.
- Managed escalated issues across distributed environments, reinforcing experience with outage handling, recovery procedures, and business continuity.

Technical Skills Matrix

Systems Administration

- **Microsoft 365 Administration:** Exchange Online, Teams, SharePoint, OneDrive, Admin Center, licensing, mailbox access, groups, and permissions
- **Identity & Access:** Microsoft Entra ID, Active Directory concepts, user lifecycle management, MFA, authentication workflows, access troubleshooting, and permission changes
- **Windows Systems Support:** Windows desktop/server environments, endpoint troubleshooting, application support, system configuration, updates, and account access
- **Google Workspace Administration:** Google Admin Console, Gmail, Google Drive, Groups, user accounts, permissions, and workspace application support
- **Documentation & SOPs:** Technical documentation, support procedures, system notes, user guides, configuration records, and operational standards

Network Infrastructure

- **UniFi Networking:** UniFi switching, wireless access points, PoE devices, controller-based management, site connectivity, and device troubleshooting
- **VPN & Remote Connectivity:** Site-to-site VPNs, OpenVPN, IPsec, secure remote access, vendor access, and cross-site business system connectivity
- **Network Segmentation:** VLANs, segmented networks, camera/security networks, guest networks, traffic isolation, and practical access control between systems
- **Firewall & Connectivity Troubleshooting:** Firewall rules, port/service access, geoblocking/DNSBL concepts, ISP coordination, and outage troubleshooting

Servers, Virtualization & Infrastructure

- **VMware ESXi/vSphere:** Virtual machine administration, host maintenance, resource allocation, snapshots, troubleshooting, and virtualized business systems
- **Dell Server Infrastructure:** Server refreshes, hardware support, storage planning, uptime improvements, vendor coordination, and lifecycle planning
- **Linux & Docker:** Ubuntu administration, Docker containers, web services, internal company sites, DNS, SSL/TLS, and hosted operational tools
- **AWS Infrastructure Fundamentals:** EC2, S3, VPC basics, IAM basics, Route 53, Linux instances, DNS, and basic cloud resource administration
- **Monitoring & Reliability:** System health checks, outage response, uptime improvements, practical alerting, capacity awareness, and service restoration

Endpoint & Device Management

- **Endpoint Support:** Device setup, hardware troubleshooting, software installation, system rebuilds, driver issues, user support, and lifecycle support
- **Imaging & Deployment:** PXE/SCCM workflows, Windows imaging, enterprise application installation, baseline configuration, and deployment troubleshooting
- **Remote Management:** BeyondTrust remote support, remote administration, device access, and distributed endpoint support
- **Mobile & Device Administration:** Apple Business Manager, MDM concepts, device enrollment, compliance settings, and cross-platform support
- **Patch & Configuration Support:** Updates, policy enforcement, configuration standards, endpoint readiness, and remediation support

Business Systems & Operations

- **POS & Payment Systems:** POS/inventory system rollout, payment terminal setup, network readiness, store-specific banking integrations, and vendor coordination
- **Telecommunications & VoIP:** VoIP systems, call routing, hunt groups, phone provider coordination, auto attendant support, and service troubleshooting
- **Vendor & Project Coordination:** ISP coordination, telecom vendors, payment processors, security contractors, software vendors, scheduling, implementation, and follow-up
- **Multi-Site IT Operations:** Infrastructure support across 9 company locations, standardized site configurations, remote troubleshooting, and operational support

Physical Security Infrastructure

- **Camera & VMS Support:** ONVIF cameras, Synology Surveillance Station, UniFi Protect, Genetec Security Center, video access, and incident review support
- **PoE Security Networks:** Camera networks, access-control networks, PoE switching, segmented security infrastructure, and network-connected security devices
- **Alarm & Monitoring Workflows:** Node-RED workflows, MQTT integrations, alert routing, after-hours monitoring, Twilio notifications, and operational visibility