ANASTASIA STEPHENS

INFRASTRUCTURE & SYSTEMS ADMINISTRATOR | MULTI-SITE NETWORK & SYSTEMS OPERATIONS

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Infrastructure-focused IT professional with 8+ years supporting multi-site business environments of 500 to 1,200+ users and 1,000 to 2,400 endpoints. Primary technical lead across campus networking, Windows fleet operations, virtualization, VoIP, and vendor/MSP coordination. Proven record executing network cutovers with no service disruption and telephony cutovers with near-zero downtime, building internal diagnostic and signage tools, and managing day-to-day Microsoft 365 and Entra ID operations. Holds CompTIA Security+, Network+, and A+.

2,400 Endpoints Supported **9+ Multi-Site Locations** **205-Extension Near-Zero-Downtime Cutover**

PROFESSIONAL EXPERIENCE

Systems Specialist | Large, high grossing auto dealership — Jan 2024 to Present

Primary on-site infrastructure and systems owner for a 500+ user, four-building environment with roughly 1,000 endpoints across workstations, mobile devices, printers, and network systems.

- **Campus Network Redesign:** Redesigned campus network, resolving IP exhaustion and subnet conflicts, completing the cutover with no service disruption. Acted as technical lead and vendor liaison for fiber, VoIP remediation, and Fortinet firewall work.
- **Telephony Cutover:** Led a 205-extension and DID phone migration from the legacy Reynolds system to GoTo Connect, running both systems in parallel to achieve near-zero downtime.
- **Fleet Operations & Tooling:** Administered Active Directory, Group Policy, PrinterLogic, EDR, and endpoint lifecycle standardization. Built a diagnostic and repair utility for Windows user-profile and Entra device-registration problems.
- **Microsoft 365 Support:** Provided day-to-day troubleshooting for Microsoft 365 and Entra ID (Azure AD). Supported a 500+ user migration from Google Workspace to Microsoft 365.
- **Telecom & Camera Projects:** Migrated 200+ mobile lines from Verizon to AT&T to reduce monthly spend. Led dealership camera and Avigilon NVR deployments with vendor and MSP partners (first store completed with no issues; second store in progress).
- **Engineering & Auditing:** Built a Raspberry Pi digital signage platform that replaced costly vendor solutions, produced a 58-point leadership network assessment (WAN, firewall/edge, core), and improved operations through ticket triage, asset tracking, field guides, and AI-assisted reporting.

IT Specialist | Multi-site dealership group, 9+ rooftops — May 2018 to Dec 2023

Supported 1,200+ users and roughly 2,400 endpoints across 9+ locations as half of a two-person infrastructure team.

- **Windows Fleet Deployment:** Led a Windows 7 to Windows 10 migration across 1,200+ users and roughly 2,400 endpoints, including OS imaging, standardization, and deployment scheduling.
- **Network & Virtualization:** Administered Meraki, Ubiquiti, and Fortinet environments across multiple facilities (switching, wireless, VoIP, site connectivity) alongside VMware, Hyper-V, Active Directory, Group Policy, and DNS/DHCP.
- **Physical Layer & Connectivity:** Engineered a Ubiquiti point-to-point wireless bridge for remote site connectivity and completed structured cabling and patch panel renovations.
- **Mailbox Migration & Ops:** Led execution of a GoDaddy to Microsoft 365 tenant migration covering 1,200+ mailboxes. Managed RMM-driven monitoring, ScreenConnect remote support, ticketing, junior technician mentoring, and standardized documentation.

TECHNICAL SKILLS

Networking & Infrastructure: Fortinet FortiGate, Cisco Meraki, Ubiquiti (UniFi / Point-to-Point Bridge), VLAN & Subnet Design, Switching, Wireless, DNS/DHCP, VPN, Fiber, Structured Cabling, VoIP (GoTo Connect), Avigilon NVR

Systems & Operations: Windows 10/11, OS Imaging & Deployment, Active Directory, Group Policy (GPO), VMware, Hyper-V, PowerShell, ScreenConnect Remote Support, PrinterLogic, Asset Tracking, AI-Assisted Reporting

Security & Cloud Support: MFA, EDR, RMM & Monitoring, Microsoft 365, Entra ID (Azure AD), Email Security, Network Auditing, Vendor & MSP Management, Ticketing & Triage, Documentation

CERTIFICATIONS

CompTIA Security+ (SY0-701) • CompTIA Network+ • CompTIA A+