

WILLIAM BROWN

Katy, TX 77493 | (512) 677-5755 | William.Brown.Userfriendly@Outlook.com

Professional Profile

- <https://www.linkedin.com/in/william-brown-711276a/>

Professional Summary

Senior infrastructure and systems engineering professional with 20 years of experience across enterprise support, systems administration, managed services, consulting, and business-critical infrastructure. Hands-on experience designing, operating, troubleshooting, and improving Windows and Linux environments, Microsoft 365/Azure, Active Directory/LDAP, VMware, networking, storage, certificates/PKI, SQL, identity, backup/recovery, and remote administration. Nearly five years supporting Ivanti EPMM/MDM, prior ownership of multi-client IT environments as a Lead Consultant, and a 10-year Dell enterprise-support background. Currently designing and operating GreenBox, an independent multi-node infrastructure and automation platform focused on Linux, identity, networking, resilient self-hosted services, automation, validation, recovery, and repeatable operations.

GreenBox Infrastructure & Automation Platform

INDEPENDENT ENGINEERING PROJECT

Current

GreenBox

- Design and operate a multi-node Linux infrastructure platform spanning x86_64 and ARM systems, with centralized identity/DNS integration, secure remote connectivity, reverse proxies, service publication, monitoring, backup/recovery, and cross-node administration.
- Build and maintain Python and Bash automation using preflight checks, staged changes, validation, reporting, backup, rollback, and repeatable deployment workflows for infrastructure and self-hosted services.
- Deploy and operate services including Nextcloud, MeshCentral, Frigate, WordPress, notification services, knowledge/documentation systems, and other self-hosted applications across the GreenBox environment.
- Engineer practical solutions across Linux services, networking, remote administration, storage, certificates/TLS, identity, resilience, and distributed troubleshooting rather than relying on one-off manual fixes.
- Develop centralized operations, knowledge, field-computing, and navigation tooling to make a growing multi-node environment easier to manage, document, recover, and use.
- Continuously evolve GreenBox toward stronger infrastructure-as-code, configuration management, CI/CD, cloud integration, and platform-engineering practices while preserving production safety and rollback discipline.

Skills

- Linux / Windows Infrastructure
- Systems Engineering / Administration
- Microsoft 365 / Azure
- Active Directory / LDAP / SSO
- VMware ESX / ESXi / vCenter
- Networking / Routing / Switching
- DNS / DHCP / Group Policy
- Certificates / PKI / VPN / TLS
- Python / Bash Automation
- Backup / Recovery / Rollback
- SQL / Logs / Packet Capture
- Storage / RAID / iSCSI / Fibre Channel
- Ivanti EPMM / MDM
- Android / iOS / Apple Business Manager
- Technical Documentation / Runbooks
- Customer / Vendor / Engineering Collaboration

Work History

SENIOR TECHNICAL SUPPORT ENGINEER

Oct 2021 - Sep 2026

Ivanti, Inc.

Remote

- Supported Ivanti EPMM and Ivanti MDM across small-business, enterprise, Fortune 500, healthcare, financial, international, partner, and selected government customer environments.
- Troubleshot end-to-end mobile and infrastructure issues involving Azure, SSO, Microsoft Exchange, Active Directory/LDAP, Apple Business Manager, Android, iOS, Ivanti Sentry, Connector, Ivanti Access, email, VPN, certificates, and PKI.
- Diagnosed complex problems using Windows Server, Linux, SQL, VMware, packet captures, application and system logs, certificate chains, directory services, and authentication workflows.
- Handled difficult and business-critical cases, including outages and multi-system failures, while maintaining clear communication throughout investigation and resolution.
- Reproduced customer issues in lab environments, isolated software and integration behavior, identified suspected defects, collaborated with engineering/development teams, and created repeatable troubleshooting procedures.

L3 SYSTEMS SUPPORT ENGINEER

Jun 2021 - Sep 2021

Wolff Logics

Cedar Park, TX

- Delivered Level 3 systems support across multiple client environments, troubleshooting Windows Server, Active Directory, Group Policy, DNS/DHCP, Microsoft 365/Azure, VMware, networking, firewalls, and backup/disaster-recovery systems.
- Planned and executed infrastructure projects including server and network migrations, upgrades, cloud/on-premises integrations, routing/switching changes, and security improvements.
- Supported SonicWall, Cisco/Ubiquiti networking, remote monitoring and management platforms, and served as a senior technical resource for Systems Administrators and Field Engineers.

LEAD CONSULTANT II

Nov 2016 - Mar 2021

Ergos Technology Partners

Austin, TX

- Served as Lead Consultant and primary technical owner for 10 client companies, maintaining their day-to-day IT environments, projects, documentation, health, and long-term technology needs.
- Administered and troubleshot Windows Server, Active Directory, Group Policy, DNS/DHCP, Microsoft 365/Azure, VMware/Hyper-V, networking, firewalls, wireless, backup, disaster recovery, storage, email, identity, and remote access.
- Designed and delivered server, network, cloud, security, and infrastructure migrations and upgrades while coordinating vendors, business stakeholders, and customer leadership.
- Performed proactive environment health checks, maintained documentation, managed service issues, and supported routine operations and high-impact incidents.

ENTERPRISE TECHNICAL SUPPORT SENIOR ANALYST

Sep 2006 - Nov 2016

Dell

Round Rock, TX

- Resolved thousands of enterprise technical support cases over a 10-year tenure, troubleshooting complex hardware, software, operating-system, storage, networking, and infrastructure issues.
- Supported Fortune 1000 companies, federal agencies, and OCONUS military installations on Dell PowerEdge servers, PowerVault storage, tape systems, NAS, and Dell/EMC CLARiiON enterprise storage platforms.
- Troubleshot PERC/RAID, iDRAC/DRAC, OpenManage, BIOS/firmware, Fibre Channel, iSCSI, clustering, Windows Server, Linux, VMware ESX/ESXi, Microsoft Exchange, BSOD/PSOD, and advanced production failures.
- Managed high-pressure production outages and difficult customer situations, driving issues from diagnosis through resolution while keeping customers informed and focused on restoring service.
- Created an internal technical support webpage containing step-by-step procedures, troubleshooting guidance, and frequently used resources to help Dell support personnel resolve issues faster.

Education

Associate Degree: Computer Maintenance and Technology May 2006

Texas State Technical College | Waco, TX

Certifications

- VMware Certified Professional (VMware Infrastructure 3: Install and Configure V3.5)
- CompTIA Security+
- CompTIA A+ Core Hardware Certification
- Exchange Server 2007

Leadership & Accomplishments

- Eagle Scout
- Junior Leadership Training
- National Leadership Training - Philmont
- Texas State Guard leadership training